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Excellent Customer Service Mission Statement

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The Six Principles of Service Excellence Theo Gilbert-Jamison, 2005-08-09 In reading this book you will find that The Six Principles of Service Excellence IS A simple yet comprehensive step by step process that if followed implicitly will lead any organization small or large to achieving and sustaining a work environment that will foster superior employee performance and service excellence More than a theory or concept It is a process that is effectively used in many healthcare financial legal hospitality and food service organizations today by skilled and knowledgeable performance consultants and leaders You will further come to realize that The Six Principles of Service Excellence IS NOT A quick fix It is not about herding a group of employees through a 2 4 hour customer service workshop and calling it a day For everyone nor every organization Without 100% commitment and involvement from senior leadership it will not thrive A superficial Pep Rally It is about making sound decisions and implementing interventions that will create lasting results **Creating and Sustaining a Superior Customer Service Organization** James Poisant, 2001-10-30 Poisant reveals the secrets of superior customer service organizations He redefines the role of management and organizations taking the reader on a journey and discovering the true nature of superior managers and organizations Those in management positions who seek to understand how to better motivate their employees and better serve their customers will find the answers they are searching for in these pages Managers will relearn nearly everything they have been taught about the profession of management Redefining the criteria of power and success Poisant supplies a blueprint for survival in a competitive environment Anyone charged with the management of others will find the approach valuable as will students and scholars of management **The Complete Idiot's Guide to Great Customer Service** Donald W. Blohowiak, 1997 Describes how to create a service oriented organization including training customer service representatives soothing angry customers and understanding employee and customer motivation **101 Mission Statements from Top Companies** Jeffrey Abrahams, 2007 A streamlined best of version with statements from the most successful businesses and recognizable brands in America Includes a step by step guide to developing unique enduring positioning statements *Customer Care Excellence* Sarah Cook, 2008 Emphasizing both strategic and practical aspects of customer care this work explains how gaining customer commitment and motivating employees to deliver an excellent service at all of a company's touch points can ensure successful results and satisfied customers *Summary of The Customer Service Revolution - [Review Keypoints and Take-aways]* PenZen Summaries, 2022-10-08 The summary of The Customer Service Revolution Overthrow Conventional Business Inspire Employees and Change the World presented here include a short review of the book at the start followed by quick overview of main points and a list of important take aways at the end of the summary The Summary of In the 2015 book The Customer Service Revolution the author reveals the true keys to providing excellent customer service These ideas provide a practical guide for taking your customer service to the next level helping to create an extraordinary experience for your customers and

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Customer Care Frances Bee,Roland Bee,1999 This guide to customer care includes the following topics focusing on your customers and the services you provide both internal and external identifying your real customer needs and how best to meet them finding out what customers actually think of your service or product improving communication with your customers face to face on the telephone or in writing and turning complaints into opportunities to impress Mission Statements John W. Graham,Wendy C. Havlick,1994-06-06 First published in 1994 Mission Statements A Guide to the

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