

Good customer service is about genuinely caring for your customers

BECAUSE customer service is my passion, people love telling me their stories and a couple of weeks ago I was talking to a friend of mine and she told me here.

She booked a new hair cut and as we know ladies, letting someone new cut your hair is a BIG deal, so she looked somewhere which had been recommended to her for an appointment at 10 am. She got there a little early, as you do, just to be sure to be on time. She was asked to sit down and wait.

By 10:10 am nothing, 10:20 am nothing, 10:30 am still no one had approached her, so she went up to the desk and enquired. The receptionist said she wasn't sure, as the hairdresser had not yet come in to work, but she would try to contact her.

My friend was quite shocked, since she was due to start at 10 am, and stood at the desk while the call was made. Finally the receptionist said that the hairdresser was not feeling well and would not be coming in.

By Claire Boscq-Scott, The Busy Queen Bee



By now my friend was quite irritated and was about to leave the salon when the manager came to reception and realised what was happening. He

couldn't apologise enough and was obviously very embarrassed about the whole situation, took my friend to one side, made her a coffee, chatted about

her hair and what she wanted to do. He washed her hair himself and gave her a head massage and a discounted price – he could not have done any more to please her.

And that was it – that manager turned a poor situation, which could have cost him his reputation, into a great experience which my friend is raving about to all her friends and family. She has become a real fan – that's how you do it!

Customer service is very simple. Customer service is doing what you say you are going to do every time your customer's walk through your door.

If you meet your customer's expectations, if you genuinely care about your customers' needs and values them, not only will you have customers who buy from you, but they will also return to you and recommend you to their friends and family. Isn't that the best way to do business?

Good Customer Service Article

Ron Zemke



Good Customer Service Article:

Good Customer Services Bad Customer Services "Customer Service, The Best, The Worst, and Everything In Between
Author Researched, Edited, Compiled. DR MDUSMAN CMgr, DBA, PhD LLM, MBA, MSc EMBA, ITC, FDA/BA(Hons) PgDPR PgDHE. Level-SLM 7&8.Level 7 ELM.,2025-06-17 Good Customer Services Bad Customer Services Customer Service The Best The Worst and Everything In Between From Excellence to Errors A Journey Through Customer Service Realities Winning and Losing Customers The Truth About Good and Bad Service A comprehensive complete extensive ultimate practical professional guide to becoming ABCDE it is a full fledged professional development course crafted for current and aspiring Advisors Bridge Professionals Brokers Consultants Directors Executives Managers and Practitioners ABCDE MP Whether you are working in retail hospitality tech support healthcare education government or online services this book offers deep insights frameworks and actionable strategies to master customer interactions and organisational service excellence Structured into 40 extensive chapters including detailed sections on leadership difficult customers digital transformation toxic behaviours human psychology and AI integration the book dives into over 400 subsections of practical and professional learning It gives equal weight to both sides of service delivery the methods and mindsets that deliver five star experiences and the warning signs mistakes and mismanagement that lead to failure From understanding customer needs and designing service journeys to handling complaints managing bad behaviour and building high performing teams every topic is explored with clarity depth and real world relevance Special focus is given to the human factors behind service success empathy communication behavioural psychology and emotional intelligence alongside technical advancements like chatbots CRMs AI analytics and digital first support models The later chapters introduce readers to advanced topics such as handling toxic and difficult customers recognising harmful customer attitudes and habits and dealing with high stress environments with professionalism and resilience The book concludes by showing readers how to become certified customer service specialists and how to future proof their careers in a fast evolving service landscape Designed for both independent learners and training programmes this self study handbook is ideal for newcomers mid level professionals and senior leaders seeking to raise their service standards and build lasting customer relationships It includes reflective questions comparison tables service audits practical toolkits and management blueprints all written in clear British English for global relevance Whether you are striving to deliver excellence recover from service setbacks manage complex customer types or lead a transformation initiative this book is your complete guide It is the perfect blend of strategy and sincerity combining best practices with real world warnings helping you not only to understand what good and bad service looks like but to become an expert in both

Best Practices in Customer Service John A. Woods,1999 Customer Service Best Practices Ron Zemke,1998 **Quality Of Customer Service - A Study Of Idbi Bank In Rayalaseema Region Of Andhra Pradesh** Dr. Krishna priyaalladi, 50 Activities for Achieving Excellent Customer Service Darryl S. Doane,Rose D. Sloat,2003 Increase

the creativity and skill level of customer service representatives demonstrate what excellent customer service is provide insights and practice to improve customer service develop your own organization s bank of customer service learning situations *Our Great Customer Service in Our Great United States* Faye Mcghee,2013-07-22 As I have said so many times in my life Knowledge is power and when you know what is going to happen and you come to expect it you can deal with it a lot better We cannot let the terrible customer service we get defi ne us though I have found that when customers are rude mean or demanding it is because they have allowed the customer service representatives to make them that way Control your own life and do not allow the customer service representative to do it for you I feel that if I have a lot of stress in my life and I can deal with the craziness of our terrible customer service representatives without going postal so can everyone else As I said before control your own life When the guy at the cash register stares blankly at you and ask you for your discount card and you just handed it to him just smile and point to it You are on your way home at this point anyway **Customer Service Essentials** Robert E. Hinson,Ogechi Adeola,Kojo Oppong Nkrumah,Charles Agyinasare,Kwame Adom,Abednego Feehi Okoe Amartey,2019-08-01 Customer Service Essentials is a must read and a definitive source of information on effective management of customer service in Africa and beyond Leveraging on unique concepts and practices developed in the field of customer service management this book uses case studies and vignettes to reinforce learnings drawing parallels to real life experiences The book is a valuable resource for individuals and organizations in the quest to achieve excellent customer service increased productivity and enhanced employee satisfaction It explores the practical challenges of customer service in Africa examines critical success factors and provides guidelines for effective customer engagement in this evolving highly networked digital era Policy makers directors managers and students will gain valuable and actionable insights on service management as they navigate the chapters Praise for Customer Service Essentials Lessons for Africa and Beyond This book captures service excellence by detailing out in a most explicit manner essential services dynamics of Responsiveness Accessibility Tangibles Empathy and Reliability I highly recommend it Esi Elliot Assistant Professor Marketing Suffolk University Boston MA I am very impressed with this book and excited to see the topics being discussed in the Chapters are geared toward quality customer service in Africa All the chapters are superbly written relevant to the African context and above all the authors cover incredibly interesting topics and support them with pertinent cases Bringing together such fine minds in the field this book is useful and a must for anyone serious about customer service service branding and the need to respect the customer Charles Blankson Professor of Marketing College of Business University of North Texas Hinson and colleagues have skillfully put together a useful collection of new perspectives on modern customer service essentials with an African and global perspective This is a highly recommended text for students and practitioners Ellis L C Osabutey Reader Roehampton University Business School United Kingdom **The Complete Idiot's Guide to Great Customer Service** Ron Karr,2003-01-13 You re no idiot of course You skillfully manage your kids temper tantrums

diplomatically handle office politics and even pleasantly deal with your friends bickering But when it comes to handling customer service you feel utterly lost It s time to make great customer service an indispensable part of your daily operation The Complete Idiot s Guide to Great Customer Service teaches you how to create the Service Difference service that genuinely pleases your customers and sets your organization apart from the pack

Library Programs and Services G. Edward Evans,Margaret Zarnosky Saponaro,Holland Christie,Carol Sinwell,2015-06-30 Covering every essential topic ranging from circulation and literacy instruction to reference and security this benchmark text provides an up to date broadly based view of library public service and its functions Supplying essential foundational reading for students of library public services as well as an up to date overview for practitioners who wish to refresh their knowledge or acquaint themselves with a new area of responsibility this book s broad and solid coverage will benefit anyone concerned with developing or maintaining the public face of the library A revision and expansion of Libraries Unlimited s Introduction to Library Public Services Seventh Edition this edition has new chapters covering such topics as e resources collections print and other media and facilities and funding Additionally every chapter has been substantially updated and reorganized to better reflect the role of technology in library services today The book begins with background information on public services in libraries and an analysis of the library s public service philosophy Then the authors delve into staffing and assessment of services moving logically to major functional areas of public services reference instruction document delivery circulation and reserves collections programming safety and security issues and facilities and funding Real life anecdotes from public academic and school libraries illustrate principles and concepts throughout the book For each topic the authors detail its role and philosophy and offer key points to remember references and lists for further reading

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policymaker approaching any case involving the deemed supplier regime for digital platforms with full awareness of the applicable rules **Oversight of Customer Service at the Office of Workers' Compensation Programs** United States. Congress. House. Committee on Government Reform. Subcommittee on Government Management, Information, and Technology, 2000 **The Best Service is No Service** Bill Price, David Jaffé, 2011-09-14 In this groundbreaking book Bill Price and David Jaffe offer a new game changing approach showing how managers are taking the wrong path and are using the wrong metrics to measure customer service Customer service they assert is only needed when a company does something wrong eliminating the need for service is the best way to satisfy customers To be successful companies need to treat service as a data point of dysfunction and figure what they need to do to eliminate the demand The Best Service Is No Service outlines these seven principles to deliver the best service that ultimately leads to no service Eliminate dumb contacts Create engaging self service Be proactive Make it easy to contact your company Own the actions across the company Listen and act Deliver great service experiences Service Management Jay Kandampully, 2011-12-10 Great retailers are great at service No exceptions This book offers a wealth of insight into delivering excellent retail service Leonard L Berry Distinguished Professor of Marketing N B Zale Chair in Retailing and Market Leadership Mays Business School Texas A M University With a growing understanding of service as a phenomenon and perspective of business and marketing retailers are increasingly seeing the need to transform from distribution of products to service providers This book includes considerable insight regarding the importance of the service perspective and how it can be implemented in retailing Christian Gronroos Professor of Service and Relationship Marketing CERS Centre for Relationship Marketing and Service Management Hanken School of Economics Finland Consisting of chapters written by leading scholars in service management and retailing from around the world this comprehensive book offers rich insights for how retailers can excel and achieve sustainable competitive advantage by invoking and implementing service management principles This enlightening book is a valuable resource for students researchers and practitioners with an interest in retailing A Parsu Parasuraman Professor of Marketing The James W McLamore Chair School of Business Administration University of Miami Coral Gables Florida Service excellence and service innovation are critical for success in today's competitive retail marketplace Service Management The New Paradigm in Retailing provides a contemporary and transformative lens for accomplishing these essential goals Mary Jo Bitner Professor Director Center for Services Leadership W P Carey School of Business Arizona State University **Retail Training Service** Orville S. Rappold, John Franklin Forbes, 1920 *Customer Service in Libraries* Charles Harmon, Michael Messina, 2013-02-13 In this book nine librarians from across the country describe their libraries best practices in this key area Their contributions range from all encompassing customer service policies and models any library can both adapt and be proud of to micro approaches that emphasize offering excellent user focused technology planning picture book arrangement with patrons in mind Web 2.0 tools to connect users with the library establishing good service delivery chains

and making your library fantastic for homeschoolers As past Public Library Association President Audra Caplan writes in her introduction to this book There is nothing magical about providing excellent customer service it just takes the right people the right philosophy and the passion to make it a reality If you ve got all that here are the best practices to make stellar customer service a reality for your library s users **Extra Mile** Tycho Press,2015-05-05 The Comprehensive Guide to Customer Service For The 21st Century Even the most successful companies need their customers happy and to keep coming back for more Whether you re just starting your business and want to lock up great customer service procedures or you re an established company looking to revamp your customer service to answer new market needs Extra Mile is the resource for you Unlike other books that are brimming with irrelevant and outdated information Extra Mile offers 500 essential tips including Real Life Scenarios Crisis Management and Building Customer Loyalty Intel into the customer service secrets of business giants such as American Express Southwest Airlines and Ritz Carlton Hotels A section dedicated to providing excellent customer service online A list of 50 Things Never to Do to help avoid conflict and negative reviews Get ahead of the pack by learning how great customer service equals customer retention Revolutionize Your Customer Experience Colin Shaw,2004-09-22 In his previous groundbreaking book with John Ivens Colin Shaw looked at the development of the conceptual framework for the customer experience together with examples of best practice and strategies for implementation As predicted the customer experience has become the next competitive battleground The current book will explore the subject in more depth with new research and best practice and show companies and organizations how to identify where they are and how to revolutionize their customer experience The One Year Sweet and Simple Moments with God Devotional Kim Newlen,2013 Simple moments that will revive your spirit and renew your heart Sometimes we re running so fast it s hard to find time for the things that matter most In The One Year Sweet and Simple Moments with God Devotional Kim Newlen shares heart lightening insights she s gathered from pausing and listening to God in her day to day life encouraging us all to take a sweet and simple moment to be still with God every day When we do we ll be surprised at what a difference it will make in everything else This year make every moment count through spending time with the One who can carry your burdens best

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