



Michael John Mathis

July 21 

I just experienced possibly the very best customer service of all time. A few weeks ago, I accidentally left my beloved Warby Parker reading glasses on the Acela. Annoyed, I bought myself another, identical, pair the following day. Today I received an unexpected package containing not one, but two pair of those same reading glasses, a copy of "On The Road" by Jack Kerouac and the following note: "Hi Michael, This might be odd... but you sat across from me on the train ride from NYC to Boston a few weeks ago and left your glasses on the train! As luck would have it, I happen to be the GC of Warby Parker, and there is nothing I like more than a good mystery... I hope these find you in good health! (also, we noticed your lenses were scratched so we made you a fresh pair!) Sincerely, AK

I am so impressed! What a remarkable person and company. They have a customer for life!

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Great Customer Service Comments

Gina Luker



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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

How to Start a Home-based Etsy Business Gina Luker,2014-01-07 Money msn com has named being an Etsy based Business Operator one of the top ten ideas for retirees Etsy receives more than 10 million unique views per month <http://www.etsy.com> This market both young and old is ideal to target with a specialized How to Start business book that goes beyond that of our craft book and focus solely on how to gain presence on Etsy

Hug Your Haters Jay Baer,2016-03-01 Haters are not your problem Ignoring them is Eighty percent of companies say they deliver outstanding customer service but only 8 percent of their customers agree This book will help you close that gap by reconfiguring your customer service to deliver knockout experiences The near universal adoption of smartphones and social media has fundamentally altered the science of complaints Critics haters can now express their displeasure faster and more publicly than ever These trends have resulted in an overall increase in complaints and a belief by many businesses that they have to pick their spots when choosing to answer criticisms Bestselling author Jay Baer shows why that approach is a major mistake Based on an extensive proprietary study of how where and why we complain *Hug Your Haters* proves that there are two types of complainers each with very different motivations Offstage haters These people simply want solutions to their problems They complain via legacy channels where the likelihood of a response is highest phone e mail and company websites Offstage haters don t care if anyone else finds out as long as they get answers Onstage haters These people are often disappointed by a substandard interaction via traditional channels so they turn to indirect venues such as social media online review sites and discussion boards Onstage haters want more than solutions they want an audience to share their righteous indignation *Hug Your Haters* shows exactly how to deal with both groups drawing on meticulously researched case studies from businesses of all types and sizes from around the world It includes specific play books and formulas as well as a fold out poster of the Hatrix which summarizes the best strategies for different situations The book is also filled with poignant and hilarious examples of haters gone wild and companies gone crazy as well as inspirational stories of companies responding with speed compassion and humanity Whether you work for a mom and pop store or a global brand you will have haters and you can t afford to ignore them Baer s insights and tactics will teach you how to embrace complaints put haters to work for you and turn bad news into good outcomes

Defense logistics improving customer feedback program could enhance DLA's delivery of services. ,

Summary of Legendary Service - [Review Keypoints and Take-aways] PenZen Summaries,2022-11-28 The summary

of *Legendary Service The Key Is To Care* 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 *Legendary Service* provides an overview of the fundamentals of excellent customer service as well as specific instructions on how these can be applied in a business setting If you follow this model you will definitely be able to improve your company s overall performance This is due to the fact that interacting with customers is an essential component of almost every business *Legendary Service* summary includes the key points and important takeaways from the book *Legendary Service* by Ken Blanchard Kathy Cuff and Vicki Halsey Disclaimer 1 This summary is meant to preview and not to substitute the original book 2 We recommend for in depth study purchase the excellent original book 3 In this summary key points are rewritten and recreated and no part text is directly taken or copied from original book 4 If original author publisher wants us to remove this summary please contact us at support mocktime com

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The Proposed Delta/Northwest Merger United States. Congress. House. Committee on Education and Labor. Subcommittee on Health, Employment, Labor, and Pensions, 2008

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workforce an excellent text for business students and must have for all entrepreneurs Sharon L Davis Julius The economic downturn is sculpting a new way of doing business The old business models revolving solely around profit margins riding on line items has run its course There s a new way of thinking It s impossible to achieve your business goals if you don t have a satisfied engaged workforce It s such a basic concept yet employers fly by the concept If you take care of your employees they will take care of your guests Businesses that accept this philosophy will prosper the market conspires to help businesses that help people

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web the muncaster steam engine models edgar t westbury glances back with a modern eye to some classic models of the past in the course of the long history of model engineering now incidentally approaching 60 years many notable designs and descriptive articles have been published which have established traditions or marked

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web and steam chest of slide valve engine fig 14 sectional plan of boiler showing cross tubes below fig 13 vertical boiler section of simple twin engine lap and lead in early steam engines it was usual to make the closing faces or lips of the slide valve on either side of the fig 13 23 t ports are formed right fig 17 diagrams