

THE *Butterfly*  
*Customer*

Capturing  
the Loyalty  
of Today's  
Elusive  
Consumer



SUSAN M. O'DELL • JOAN A. PAJUNEN

# Butterfly Customer Capturing The Loyalty Of Todays Elusive Customer

**Rosina Ehmann**



## **Butterfly Customer Capturing The Loyalty Of Today's Elusive Customer:**

**The Butterfly Customer** Susan M. O'Dell, Joan A. Pajunen, 2000-08-29 Develop difficult to attain customer trust and loyalty through predictable and consistent service experience Today's customer is a Butterfly Customer skeptical not loyal to any product or company and only yours until the next best thing comes along The Butterfly Customer defines the true meaning of customer loyalty and provides a master plan for achieving success Authors Susan O Dell and Joan Pajunen explain that a better measure of a customer's loyalty is how much trust they place in your business Here business managers will learn how to write their own contracts with customers determine what promises that contract with the customer implies and focus on delivering service By running a business with integrity owners will develop trust with their customers and profit by doing so Includes numerous examples of actual companies and what actions they are taking to capture customers loyalty Susan M O Dell and Joan A Pajunen both from Mississauga Canada are Principals in Service Dimensions a consulting company specializing in retail and service sectors [The Butterfly Customer](#) Susan M. O'Dell, 1997 *Analytical Dictionary of Retailing* Jeanne Dancette, Léon F. Wegnez, Christophe Réthoré, 2000 **Customers that Count** Tony Cram, 2001 A wonderfully fresh look at CRM Customers that Count starts with the theses that the nature of human relationship provides a model for creating business loyalty then reviews important rules of friendship that will help you to build customer relationships Filled with lots of valuable case histories this is an idea a minute read Frederick Newell author of *The New Rules of Marketing* Securing repeat business from good customers through long term loyal relationships is the key to generating profit However there are two key elements to this that most people ignore or misunderstand First the notion of good customers That means you have to concentrate on customers that count the ones who deliver profits Equally importantly it means that you should learn to sack bad customers the others who are destroying value Second the notion of loyal relationships A loyal relationship is one that lives and goes beyond the database If you want these customers loyalty you have to treat them like valued human beings not just numbers This book is more than just another book on CRM It goes beyond the concept of capturing customers into captivating them In a world where consumer choice has never been greater and where the cost of acquiring new customers is sometimes more than the value they bring in you can't afford to treat all customers the same the company that seems human will win As customer value replaces cost control as the guiding principle of management Tony Cram reveals how to manage the customers that count **Competitor Targeting** Ian Gordon, 2002 Powerful weapons for waging and winning the business war Most books on competitive intelligence are full of vague theoretical constructs regarding information gathering and storage This book on the other hand gets right down to the nitty gritty with proven techniques for identifying and laying waste to a company's most serious competitors Readers learn why going on the offensive rather than just gathering information on competitors helps increase market share and shareholder value And they get loads of practical advice and guidance on identifying the most serious competitors flushing out

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