

5th edition

CUSTOMER CARE

EXCELLENCE

HOW TO CREATE AN
EFFECTIVE CUSTOMER FOCUS

A photograph of a wide staircase with a red carpet. The carpet is a vibrant red and covers the entire width of the stairs. The stairs lead upwards from the bottom center towards the top center of the frame. The background shows a wooden floor and some metal railings on either side of the stairs.

SARAH COOK

Customer Care Excellence How To Create An Effective Customer Focus

Dr. Arbab Akanda



Customer Care Excellence How To Create An Effective Customer Focus:

Customer Care Excellence Sarah Cook,2010-11-03 Customer loyalty is essential to the long term financial success of your business but with more choice than ever before customers today have high expectations of the products and services they use To continue to meet and even to exceed these high expectations you need a top notch customer services system in place and Customer Care Excellence will enable you to achieve just that In clear practical language this book takes you through how you can develop and sustain a customer service focus within your company Emphasizing both strategic and practical aspects of customer care Customer Care Excellence explains how gaining customer commitment and motivating employees to deliver an excellent service at all your company's touch points can ensure successful results and satisfied customers This fully revised and updated edition includes new material examining the impact of social networking on customer behaviour and the emotional connection customers have with the brand explaining how you can create a memorable customer experience Author Sarah Cook takes you through the practical steps necessary to create a culture of customer focus and crucially shows how employee engagement leads to customer engagement *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 *Customer Care Excellence* ProQuest,2008 *Customer Care Excellence* ,2017 Managing Customer Service Institute of Leadership & Management,2013-06-17 Super series are a set of workbooks to accompany the flexible learning programme specifically designed and developed by the Institute of Leadership Management ILM to support their Level 3 Certificate in First Line Management The learning content is also closely aligned to the Level 3 S NVQ in Management The series consists of 35 workbooks Each book will map on to a course unit 35 books units **Caring for the Customer** Institute of Leadership & Management,2007-06-07 With forty well structured and easy to follow topics to choose from each workbook has a wide range of case studies questions and activities to meet both an individual or organization's training needs Whether studying for an ILM qualification or looking to enhance the skills of your employees Super Series provides essential solutions frameworks and techniques to support management and leadership development

CUSTOMER Plus NEERAJ CHANDHOK,2019-07-11 In today's competitive and technology driven world organizations are starting to go back to the basics single minded focus on customers and service experience The world is shifting from mass production to mass customized to make sure that each customer can be managed as an individual for which the business exists There are millions of books being written about the customer and experience and service as the concept takes the centerstage Neeraj has managed to peel the layers of management jargon and complexity and highlight the core of the customer service The concepts are narrated in simple and easy to comprehend manner The book almost feels like a conversation with a cherished friend which leaves the reader with a pleasant feeling after each chapter Recommended for

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The Practicalities of Human Resources Dr. Arbab Akanda,2013 This book is for those who think that human resources is fundamental to organisation success It focuses on how to create develop and implement workforce information based on HR arguments to address the needs of the organisation What needs to be understood the book is for practitioners those who will implement HR practices to obtain greater output from the employees The approach is fresh where the perspective is from HR data *Creating a Customer Focused Company* Ian Linton,1994 A guide to implementing 25 customer service techniques which can be adapted for any company Coverage includes speed of delivery customer clubs focus groups customer rewards and adding value to products It grades techniques according to cost resources and timescales *Management Services* ,2002 Daily Graphic Yaw Boadu-Ayebofoh,2006-10-05 **The British National Bibliography** Arthur James Wells,2003 **Quality Management for Organizational Excellence** David L. Goetsch,Stanley Davis,2010 This textbook features a straightforward practical look at applying the theories and principles of total quality in the real world Key topics covered include global competitiveness strategic management quality culture employee empowerment leadership teamwork communication and education and training *Customer Care* Sarah Cook,1997 As competitiveness increases many organisations have realised that they cannot compete on price alone and have developed strategies for providing superior customer service In this book Sarah Cook provides a comprehensive action plan That's Customer Focus! F. Ray Miller,2008 Differentiate your business by sharpening your Customer Focus or risk giving your competitors a competitive advantage The best of the best do this They know that the only long term strategy that effectively creates customer loyalty long term profitability and which strengthens both internal service performance and productivity is a Customer Focused

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