



**CUSTOMER
SATISFACTION IS
WORTHLESS.
CUSTOMER LOYALTY
IS PRICELESS.**

JEFFREY GITOMER

Quotes On Great Customer Service

Pasquale De Marco



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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

Best Practices in Customer Service John A. Woods, 1999

Serving the Customer Thomas Aichner, 2023-01-01 This book examines key aspects of selling and the sale of goods and services in B2C and B2B Renowned scholars and practitioners contributed their expertise with a wide range of articles about how to serve customers and the role of selling and sales Their research results and practical experiences can be used as a basis for further research as well as implemented by small medium sized and globally operating companies The 13 chapters are organized in four parts starting with I value creation and selling services followed by II business negotiations and sales in B2B III using technology and innovation to increase sales and study consumers and finishing with two chapters about sales competencies on the one hand and a critical piece about consumption on the other hand under IV selling more or consuming less The European perspective adopted in the book provides both international researchers and entrepreneurs as well as those already working in Europe with a better understanding of the market and the dynamics in the consumer and business sectors Excerpt from the content The meaning of value creation and value in use in selling services The vital role of pricing customer participation and the responsibilities of front line employees How to negotiate the sale in B2B and purchase of three distinct types of business services How why and under which circumstances retailers are considering machine learning forecasting methods to increase sales Proposal for an autonomous consumer business which is about fully automating transactions between a seller and a buyer How the Net Promoter Score works and why it can be both beneficial but also viewed skeptically Which specific competencies sales professionals must possess to succeed and sell well The downsides and threats of our economic system with a single minded focus on the growth of sales or revenues

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