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Titolo	Award-winning customer service [[electronic resource] ] : 101 ways to guarantee great performance / / Renee Evenson
Pubbl/distr/stampa	New York, : AMACOM, c2007
ISBN	1-281-12883-X 9786611128838 0-8144-0060-4
Edizione	[1st edition]
Descrizione fisica	xvii, 232 p
Disciplina	658.8/12
Soggetti	Customer services Customer relations Employees - Training of
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index. Title from title screen.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Customers: delight your audience -- Performance: your role of a lifetime -- Planning: a good script begins with thoughtful consideration -- Communication: choose the right lines in the script -- Leadership: great performances need great direction -- Preparation: things are going to change -- Training: learn your lines -- Teamwork: the actors make the cast -- Motivation: monitoring the process -- Feedback: rave reviews and poor reviews -- Meetings: on the spot rehearsals -- Conflict: every production has turmoil -- Commitment: take it from the top -- Quick tips: cue cards.
Sommario/riassunto	Delivering top-of-the-line customer service is Job #1 for most companies, an important factor in keeping profits high and customers coming back. Customer service problems can damage not just a company's reputation but its bottom line, so for busy managers -- and business owners with little time to search for solutions -- some fast help is needed. Award-Winning Customer Service offers scores of quick tips for readers looking to improve and then maintain their company's level of customer service. The book is chock full of practical advice on important topics such as: * planning and goal setting * effective

communication \* leadership \* preparing for change \* continual learning  
\* coaching and development \* effective feedback \* motivational and  
problem-solving meetings \* conflict resolution \* follow-up and staying  
on top of the game \* and more. Containing 101 effective tips in all,  
unique "When this happens, try this" sections, and encouraging quotes,  
this is an essential reference for anyone who needs guidance or just a  
refresher on making customers feel truly valued.

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