

# PRICELESS

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*Beyond Customer Care  
to Customer Delight*



CHARLES DECKER  
*and* GENE FERENCE

# Priceless Beyond Customer Care To Customer Delight

**Thomas Davidson**



## **Priceless Beyond Customer Care To Customer Delight:**

**Priceless** Charles Decker, 2014-12-04 Cora Tyler works at the Hotel Metronome in San Francisco and she's always seeking to learn new things. A chance meeting on a train with an employee at a hotel in New York City Ari gives her the chance to share her business insights. Their lively discussion gets them both thinking about delivering excellent customer service. While Cora makes it point to focus on details such as remembering the names of guests, Ari admits that he usually can't even pronounce their names. Unlike Cora, the members of his team rarely try that hard to create what she calls customer delight. Cora and Ari chat extensively and they stay in touch after their lively discussion. By joining them on their journey, you'll learn how to improve time management skills, communicate better in person and in writing, deliver service that exceeds expectations, handle and resolve customer complaints. You'll also learn the Ten Commandments of Business and discover the importance of managing the most important thing of all: your attitude. When you do that, you'll be on your way to turning your customers into evangelists and that alone is Priceless.

**Beyond Customer Service** Richard F. Gerson, 1992

**Customer Service Essentials** Robert E. Hinson, Ogechi Adeola, Kojo Oppong Nkrumah, Charles Agyinarare, Kwame Adom, 2019-08-13

Customer Service Essentials is a key resource on managing customer service in Africa and beyond. It uses case studies to illustrate concepts, offering practical insights for achieving excellent service, productivity, and employee satisfaction. The book addresses challenges, success factors, and guidelines for effective customer engagement.

*Gower Handbook of Customer Service* Peter Murley, 1997

This new Gower Handbook covers an area of management that is now regarded as fundamental to the success of any organization, whether it is in the private or the public sector. A team of experienced professionals and practising managers have pooled their expertise to provide nearly 50 chapters of current best practice in all aspects of customer service management, making this a valuable addition to the renowned Gower Handbook series.

**Customer Satisfaction is Worthless, Customer Loyalty is Priceless** Jeffrey Gitomer, 1998

A nationally syndicated columnist and sales trainer shows how to convert satisfied customers into loyal customers. Includes real world techniques, helpful checklists, inspiring stories, and thought-provoking self-tests.

Customer Service for Hospitality and Tourism Simon Hudson, Louise Hudson, 2012-11-02

Customer service is of critical importance for the tourism and hospitality sector now more than ever before, as customers are looking to increase value for money and are less forgiving of mediocre service. However, despite its importance, quality customer service is the exception rather than the norm in many parts of the world. Customer Service for Hospitality and Tourism is a unique text and vital to both students and practitioners, as it explains not only the theory behind the importance of customer service but also acts as a guidebook for those wishing to put this theory into practice. In essence, it is the whys and hows of customer service. It is easy to read, very current, and full of references to all the latest research from both academic and practitioner literature. Chapters cover important topics such as the financial and behavioural consequences of customer service, consumer trends influencing service, developing and maintaining a service culture.

managing service encounters the importance of market research building and maintaining customer relationships providing customer service through the servicescape the impact of technology on customer service the importance of service recovery and promoting customer service internally and externally Key features include An At Your Service Spotlight at the beginning of each chapter focuses on the achievements of successful individuals related to the art of customer service Each chapter contains a Service Snapshot short real life cases to illustrate a particular concept or theoretical principle presented in the chapter Detailed international Case Studies which cover a variety of sectors organizations and regions designed to foster critical thinking the cases illustrate actual business scenarios that stress several concepts found in the chapter They analyze customer service in the U S South America South Africa Europe Russia Australia China Canada Korea and Dubai

**Customer Service in Tourism and Hospitality** Simon Hudson, Louise Hudson, 2017-09-30 A fully revised and updated new edition of this bestselling text New material covers issues such as the sharing economy technology Virtual Reality and use of robots and use of big data to personalize experiences and encourage loyalty **Strategic Customer Care** Stanley A. Brown, 2000-02-24 How to successfully apply the principles of customer care in any company Most organizations today recognize the importance of improving customer care the need to go beyond traditional customer service and truly manage customers as assets but only about 6% apply its principles effectively This book fully explains the three stages in the evolution of customer care Readers will be guided through the process of acquiring customers retaining them through segmentation and management of the relationship and targeting their most significant marketing efforts to the most profitable segments Shows companies how to identify where they are in their own evolutionary process Outlines successes and failures of companies including Sears CIBC AT T Matrixx Kodak FedEx and more **Berkshire Beyond Buffett** Lawrence A. Cunningham, 2014-10-21 Berkshire Hathaway the 300 billion conglomerate that Warren Buffett built is among the world s largest and most famous corporations Yet for all its power and celebrity few people understand Berkshire and many assume it cannot survive without Buffett This book proves that assumption wrong In a comprehensive portrait of the distinct corporate culture that unites and sustains Berkshire s fifty direct subsidiaries Lawrence A Cunningham unearths the traits that assure the conglomerate s perpetual prosperity Riveting stories recount each subsidiary s origins triumphs and journey to Berkshire and reveal the strategies managers use to generate economic value from intangible values such as thrift integrity entrepreneurship autonomy and a sense of permanence Rich with lessons for those wishing to profit from the Berkshire model this engaging book is a valuable read for entrepreneurs business owners managers and investors and it makes an important resource for scholars of corporate stewardship General readers will enjoy learning how an iconoclastic businessman transformed a struggling shirt company into a corporate fortress destined to be his lasting legacy

**Breakthrough Customer Service** Stanley A. Brown, 1997-10 This reference offers coverage of aspects of customer service and support Contributors from companies including Coopers Lybrand IBM and Xerox offer advice on creating the

corporate culture establishing and using the right measurements and standards short and long term strategic planning using state of the art technology managing the workforce and where to go for further information      **Assessing Service Quality** Peter Hernon, Ellen Altman, 2010-01-19 This classic book is brought fully up to date as Hernon and Altman integrate the use of technology into the customer experience They offer solid practical ideas for developing a customer service plan that meets the library's customer focused mission vision and goals challenging librarians to think about customer service in new ways

**Marketing Beyond Your Front Door** Bob Popyk, 2009 Special Products The best of Bob Popyk's columns from The Music Trades magazine from 2000-2008 It's one thing to just wait for the next customer to walk through the door It's another thing to market beyond your front door That's been the topic of most of Popyk's columns in The Music Trades during recent years This compilation offers practical tips on The Right Plan for Increasing Revenue Going Where Your Competition Is Not Speaking the Customer's Language No More Slow Days Getting Your Name out There The Human Side of Selling and How to Act Big Even If You're Small      **Beyond Nutrition Counseling** Donna Israel, Susan Moores, 1996 This handbook is designed to help students and practitioners make the transition from nutrition counseling to nutrition therapy Discusses the evolution of nutrition therapy and the role of the nutrition therapist in helping clients realize positive outcomes associated with their eating behaviors and provides need to know information for establishing a thriving practice      Beyond Total Quality Management Gregory M. Bounds, 1994 Beyond Total Quality Management the first and only college textbook devoted entirely to TQM is comprised of 12 conceptual chapters and a collection of chapter length case studies The conceptual chapters introduce students to the philosophies methods and tools of TQM and suggest a new paradigm for management which goes beyond TQM as it is commonly viewed today The case studies exemplify the concepts in practice and give students a context for discussing the practical applications of TQM While maintaining a strong customer value orientation throughout this text addresses the entire spectrum of issues related to TQM from human resources management and organizational culture to customer value measurement and statistical quality control This well balanced approach is based on sound research and consistently reinforces the crucial link between TQM and business strategy      **A Physician Executive's Guide to Patient Management for the '90s and Beyond** Raymond J. Fabius, 1995      **American Book Publishing Record Cumulative 1998** R R Bowker Publishing, 1999-03      Sermons and Exercises in Recognition of the Forty Years' Service of Alexander McKenzie as Pastor, Jan 20-27, 1907 Shepard Congregational Society (Cambridge, Mass.), 1907      **Service**, 1912      *The Linotype Bulletin*, 1918      **Chamber's Twentieth Century Dictionary of the English Language** Thomas Davidson, 1907

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