Be Your Customer's Hero

Real-World Tips & Techniques for the Service Front Lines



Be Your Customers Hero Real World Tips Techniques For The Service Front Lines

VICK T.R.

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Be Your Customer's Hero Adam Toporek, 2015-04-22 On the front lines of customer service every day presents new and unexpected challenges and even the most dedicated employees can be caught unprepared They need confidence They need training They need help Those who work on the front lines of customer service never know what new and unexpected challenges await them each day But they do know one thing they will be needed But how can you prepare for the unexpected How can customer service reps get the training and confidence required to tackle the unknown In Be Your Customer's Hero internationally recognized customer service expert Adam Toporek provides the answers to preparing for the surprises awaiting the CSR Through short simple actionable advice in quick easy to read chapters this invaluable guide shows customer facing CSRs how to Achieve the mindset required for Hero ClassTM service Understand the customer s expectations and exceed them Develop powerful communication skills Avoid the seven triggers guaranteed to set customers off Handle difficult and even irrational customers with ease Armed with the tools and techniques in Be Your Customer's Hero you will have all they need to transform themselves into the heroes their customers need **Be Your Customer's Hero DESIRE TO SERVE** VICK T.R., 2018-03-01 Have you ever wondered what makes a service experience memorable Yes it is the Desire To Serve Loaded with real life experiences observations and numerous interviews with people from different parts of the world the writer Vick T R gives an insight of how to inspire a service professional to serve better He goes beyond good customer service and focuses on a change in mindset which is the essence of this book Desire To Serve With compelling evidence he describes how infecting can bring about a transformational change in the service industry

The World From Outside Its Box Brent Lang,2016-10-24 The World from Outside Its Box takes an in depth look at what many of us do not consider as we get caught up in our everyday routines our collection of thoughts and emotions that wrap us up into what we think is our reality The World from Outside Its Box is exactly that a world from outside its box

Taking Your Customer CareTM to the Next Level Steve Brubaker, Nadji Tehrani, 2015-08-28 Companies spend big money and significant resources to acquire new customers but they tend to give little thought on how to keep their business Thats a big mistake Nadji Tehrani and Steve Brubaker both Customer Care experts explore how to go the extra mile in keeping customers happy Whether you work at a startup or an established organization youll find proven strategies that will help you define and deliver extraordinary Customer Care duplicate the practices of companies that provide great customer service avoid practices of companies that have failed to deliver on their promises devote more resources to keeping current customers happy develop incentives policies and training to encourage staff to solve problems Examples from companies such as Ace Hardware Amazon American Express Apple Disney The Ritz Carlton Starbucks Southwest Airlines Wine Enthusiast and Zappos make this an essential guide for any professional who wants to forge stronger relationships with customers Everyone knows that its far less expensive to keep existing customers than it is to win and onboard new ones

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