

CUSTOMER SERVICE ETIQUETTE TIPS:

How to Keep Your Customers Happy

DID YOU KNOW?



42% of consumers switch brands because they are put off by rude or unhelpful staff

(NewVoice)



73% of consumers say friendly customer service reps can make them fall in love with a brand

(RightNow)

Kevin Stirtz

«Every contact we have with a customer influences whether or not they'll come back. We have to be great every time or we'll lose them»

«Remember not only to say the right thing in the right place, but far more difficult still, to leave unsaid the wrong thing at the tempting moment.»

Benjamin Franklin

Goodreads Choice Tips Customer Service

A. L. Michael



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Housekeeping Magazine, 2008

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Good Housekeeping, 2008 *New Age*, 2001 *The*

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Michelli, 2019-10-16 New from bestselling author Joseph Michelli: How Airbnb has disrupted the hospitality industry for unparalleled success. Critical lessons that apply to any 21st-century business. No one understands better than Joseph Michelli how businesses create and leverage world-class customer experiences. Over the past decade, Michelli has guided businesses in human experience transformation and revealed how Starbucks, Zappos, Mercedes, and other top companies design and execute the strategies that made them the undisputed leaders of their industries. Now Michelli turns his attention to major disrupter Airbnb. In *The Airbnb Way*, he shows how innovative leaders have managed to build a unique brand by inspiring and engaging a community of hospitality entrepreneurs, a feat unparalleled in the shared economy. Inside, you'll find Airbnb's strategies and practices that drive customer engagement and loyalty. How to provide phenomenal customer service in the shared economy. Proven principles for getting the most from all stakeholders, including those who share resources and services. Exclusive interviews with Airbnb leaders, hosts, and guests that provide invaluable information for your business. The shared economy is the future, but it introduces business challenges never before faced. How do you serve a broad range of customers across varying geographies through a distributed network of partners? Airbnb has solved the puzzle, and Michelli shows you all the pieces and how they fit together.

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A. L. Michael, 2016-04-29 Four friends have become three. But that's only the beginning. **Reference & User Services**

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absolutely adored this book from start to finish My Chestnut Reading Tree Sometimes Happy Ever After is where the real
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