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**Darryl S. Doane, Rose D. Sloat**



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**Poets & Writers** ,1999

**The Customer Service Activity Book** Darryl S. Doane,Rose D. Sloat,2005-05 From seasoned veterans to first timers any instructor trainer manager consultant or coach charged with improving customer service will find The Customer Service Activity Book a powerful resource The activities can easily be used as a complete customer service training program or customized and used individually to address areas of concern The Customer Service Activity Book presents an array of dynamic and engaging activities that Reinforce what good customer service is and is not Demonstrate how to work together most constructively and efficiently Prove the value and the importance of sharing the load Show how to increase productivity and performance while enhancing relationships with customers Assembling 20 years of sales and customer service experiences in a wide variety of industries The Customer Service Activity Book is a treasure trove of exercises for enhancing the quality of any customer service training program

**THE CUSTOMER SERVICE ACTIVITY BOOK** DARRYL S. DOANE AND ROSE D. SLOAT,2010-01-01 The Customer Service Activity Book offers 50 dynamic engaging exercises to help customer relations professionals provide remarkable service experiences over and over building the customer loyalty and word of mouth that drive profits

Customer Service (finally) Defined Nancy Friedman,2016-02-01 Filled with dozens of ways to keep your customer service up to speed Nancy's new book is an abundance of information you can use now and forever Fun filled easy tips ideas skills and techniques transferable to your own business Topics include Killer Words of Customer Service How to Handle the Upset Irate Customer Yucky Email Phrases and so much more

**The Big Book of Customer Service Training Games** Peggy Carlaw,Vasudha K. Deming,1998-09-22 Help your employees to excel in dealing with the public with this stimulating fun filled collection of customer service training games Designed not only to teach important skills but also to spark enthusiasm and a high level of involvement in the participants these games utilize entertaining and instructive techniques such as role playing charades brainstorming and debate As a result of these exercises employees will learn how to create a rapport with the customer how to focus on the unique needs of individual customers how to maintain a positive attitude and more

**Customer Service For Dummies** Karen Leland,Keith Bailey,2011-03-03 Customer Service For Dummies Third Edition integrates the unbeatable information from Customer Service For Dummies and Online Customer Service For Dummies to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes

and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent [151 Quick Ideas To Get New Customers](#) Jerry R. Wilson,Csp,2006-01-01 **Monday Morning**

**Customer Service** David Reed,David Cottrell,2004-02 Monday Morning Customer Service is a powerful story about how to develop and keep loyal customers It is written from the perspective of a person recently promoted to director of customer service and his interaction with a successful mentor *Simple Ways to Manage Your Service Customers* Promod Batra,1995

[Take Their Breath Away](#) Chip R. Bell,John R. Patterson,2009-05-08 A powerful and inventive guide to creating irrationally loyal customers There are a mountain of books about customer service but very few as provocative and innovative as *Take Their Breath Away* This practical book shows how to create and implement cutting edge inspiring concepts that raise the bar for the customer experience and help make the customer the central focus of the organization This ingenious real world guide explores a variety of exciting creative customer experience ideas using examples from remarkable customer centric organizations The key to a successful enterprise is value added service but the secret to great customer service is surprising customers with a value unique experience *Take Their Breath Away* provides ideas and insights for all who want to create a stunning mind blowing customer experience This is not about wow it s about whoa Chip R Bell Dallas TX is founder and Senior Partner of The Chip Bell Group a consulting firm that assists organizations in creating sustainable long term customer devotion He has served as a consultant or trainer to such major brands as Ritz Carlton Microsoft and GE John R Patterson Atlanta GA is founder and President of Progressive Insights a Chip Bell Group alliance partner With over 20 years of leadership experience his consulting practice focuses on helping organizations create and sustain incredible customer experiences [SkillBuilders](#) Lorraine L. Ukens,1998-01-01 **Unconventional Customer Service** Robert D.

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