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# Raving Fans

*A Revolutionary Approach to Customer Service*

Ken Blanchard  
Sheldon Bowles



Foreword by Harvey Mackay

# Raving Fans

**Patrick Jones, Joel Shoemaker**



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**Never Lose a Customer Again** Joey Coleman, 2018-04-03 Award winning speaker and business consultant Joey Coleman teaches audiences and companies all over the world how to turn a one time purchaser into a lifelong customer Coleman's theory of building customer loyalty isn't about focusing on marketing or closing the sale It's about the First 100 Days after the sale and the interactions the customer experiences While new customers experience joy euphoria and excitement these feelings quickly shift to fear doubt and uncertainty as buyer's remorse sets in Across all industries somewhere between 20% 70% of newly acquired customers will stop doing business with a company within the first 100 days of being a new customer because they feel neglected in the early stages of customer onboarding In *Never Lose a Customer Again* Coleman offers a philosophy and methodology for

dramatically increasing customer retention and as a result the bottom line He identifies eight distinct emotional phases customers go through in the 100 days following a purchase From an impulse buy at Starbucks to the thoughtful purchase of a first house all customers have the potential to experience the eight phases of the customer journey If you can understand and anticipate the customers emotions you can apply a myriad of tools and techniques in person email phone mail video and presents to cement a long and valuable relationship Coleman s system is presented through research and case studies showing how best in class companies create remarkable customer experiences at each step in the customer lifecycle In the Acclimate stage customers need you to hold their hand and over explain how to use your product or service They re often too embarrassed to admit they re confused Take a cue from Canadian software company PolicyMedical and their challenge of getting non technical users to undergo a complex installation and implementation process They turned a series of project spreadsheets and installation manuals into a beautiful puzzle customers could assemble after completing each milestone In the Adopt stage customers should be welcomed to the highest tier of tribal membership with both public and private recognitions For instance Sephora s VIB Rogue member welcome gift provides a metallic membership card private recognition and a members only shade of lipstick for public display In the final stage Advocate loyal customers and raving fans are primed to provide powerful referrals That s how elite entrepreneurial event MastermindTalks continues to sell out their conference year after year with zero dollars spent on marketing By surprising their loyal fans with amazing referral bonuses an all expenses paid safari they guarantee their community will keep providing perfect referrals Drawing on nearly two decades of consulting and keynoting Coleman provides strategies and systems to increase customer loyalty Applicable to companies in any industry and of any size whether measured in employee count revenue or total number of customers implementing his methods regularly leads to an increase in profits of 25 100% Working with well known clients like Hyatt Hotels Zappos and NASA as well as mom and pop shops and solo entrepreneurs around the world Coleman s customer retention system has produced incredible results in dozens of industries His approach to creating remarkable customer experiences requires minimal financial investment and will be fun for owners employees and teams to implement This book is required reading for business owners CEOs and managers as well as sales and marketing teams account managers and customer service representatives looking for easy to implement action steps that result in lasting change increased profits and lifelong customer retention

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strategies that can be used to provide young adult library users with world class customer service Nursery Business  
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## **Table of Contents Raving Fans**

1. Understanding the eBook Raving Fans
  - The Rise of Digital Reading Raving Fans
  - Advantages of eBooks Over Traditional Books
2. Identifying Raving Fans
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Raving Fans
  - User-Friendly Interface
4. Exploring eBook Recommendations from Raving Fans
  - Personalized Recommendations
  - Raving Fans User Reviews and Ratings
  - Raving Fans and Bestseller Lists
5. Accessing Raving Fans Free and Paid eBooks
  - Raving Fans Public Domain eBooks
  - Raving Fans eBook Subscription Services
  - Raving Fans Budget-Friendly Options

6. Navigating Raving Fans eBook Formats
  - ePub, PDF, MOBI, and More
  - Raving Fans Compatibility with Devices
  - Raving Fans Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Raving Fans
  - Highlighting and Note-Taking Raving Fans
  - Interactive Elements Raving Fans
8. Staying Engaged with Raving Fans
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Raving Fans
9. Balancing eBooks and Physical Books Raving Fans
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Raving Fans
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Raving Fans
  - Setting Reading Goals Raving Fans
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Raving Fans
  - Fact-Checking eBook Content of Raving Fans
  - Distinguishing Credible Sources
13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
14. Embracing eBook Trends
  - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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