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A Fae in Finance Juliet Brooks,2025-10-21 She s working for a fae in finance business plan 6 5 big wings When investment banker Miri is purposely trapped in Faerie by her client the Princeling of the Faerie realm she does what any normal 20 something would do cries makes jokes in denial and worries loudly about her cat Doctor Kitten Instead of rescuing her her boss simply confirms she has solid internet access leaving Miri stranded in a strange land with only a warning that the quality of her work should not decrease because of a change of address But Miri grew up reading fantasy and she knows there are always ways to work around magic she just needs to find them In order to make her daring escape Miri must navigate Faerie political drama lies by omission faerie seduction tactics deteriorating mental health and a mother who never hangs up the phone *The Secret Christmas Bookshop (The Secret Bookshop, Book 1)* Cressida McLaughlin,2024-10-24 A surprise present a mystery sender and a sprinkling of secrets Escape with bestselling author Cressida McLaughlin Gorgeous Woman One of our favourite women s fiction stars Heat A warm and wonderful read Woman s Own

Fireworks: One spark can change everything (Scottish Spice, Book 2) Bonnie Woods,2025-09-25 From the author of the viral bestseller Kindling comes a new spicy autumnal romance set in the Scottish Highlands Love can be explosive **The Women's Traveller 98** Gina M. Gatta,Ian Philips,Andrew Campbell,O'Connor Erika,1998 **Poets & Writers** ,1999 **Microtimes** ,1995 California Lawyer ,1992 *CUSTOMER ROMANCE* J. N. HALM,2014-05-08 *CUSTOMER ROMANCE* A New Feel of Customer Service Is about creating love not just any love but love that rewards It is a book for business owners leaders managers or professionals who want to become darlings to all their customers It is for the individual or business that intends to bring some sunshine into the lives of customers This is a book about how a business can win the hearts and pockets of its customers in a long lasting relationship *CUSTOMER ROMANCE* is a staunch supporter of a relationship selling concept as against the transactional selling concept This book advocates that no matter how much a business stands to lose in the short run when it practices relationship building in the long run the relationship pays off *CUSTOMER ROMANCE* debates that the most important ingredient in building a successful business is TRUST However trust is best established in a romantic relationship not in a mere transaction **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 *Waiting For Service* Amas Tenumah,2021 You hate waiting in line or on the phone for customer service There have been plenty of books about customer service that all seem to offer secrets to improve customer service This is not that book I instead want to focus on Why customer Service is so broken and give you the secrets to get around it Customer service is bad by design Your bad customer service is not random it is intentional Customer Service is universally terrible this is not an opinion You do not have to believe me I am saying it is raining outside and you can simply look out the window I spent two decades helping dozens of your favorite brands with customer service You will laugh get mad all over again at some of the conversations I have had with executives around customer service I name names expose Customer Service nightmares from Travel to Cable Walmart fast food and so much I also provide you with how to get around bad service and offer radical thinking to reset customer service Amas Tenumah The Best Service is No Service Bill Price,David Jaffé,2011-09-14 In this groundbreaking book Bill Price and David Jaffe offer a new game changing approach showing how managers are taking the wrong path and are using the wrong metrics to measure customer service Customer service they assert is only needed when a company does something wrong eliminating the need for service is the best way to satisfy customers To be successful companies need to treat service as a data point of dysfunction and figure what they need to do to eliminate the demand The Best Service Is No Service outlines these seven principles to deliver the best service that ultimately leads to no service Eliminate dumb contacts Create engaging self service Be proactive Make it easy to contact your company Own the actions across the company Listen and act Deliver great service experiences Better Customer Service Edward C. Brewer, Terence L. Holmes,2021-06-09 This readable and concise research based book discusses seven simple rules that will help businesses and individuals improve their customer satisfaction and workplace environments and make the world a little better and more pleasant An author team with extensive cross sector experience provides a foundation that will help improve customer service no matter the type of organization or situation allowing customization according to industry standards and expectations Although the basic steps are simple going all the way back to preschool and kindergarten they can have a significant positive impact on customer service and on basic human interaction If an employee follows these simple steps not only will relationships with customers improve but so will relationships with co workers increasing overall organizational satisfaction Readers who adopt the principles in this book may find that their personal relationships improve as well The primary audience of this work includes any business that desires to improve customer service However anyone who works with people will appreciate the conversational tone and specific illustrative examples in this clear and immediately actionable book Great Customer Service Jalene Nemec,Daryl D. Green,2012-11-16 Great Customer Service provides a new framework for businesses that want sustainable success during an unstable economy This book is important not for just sales people but for anyone who wants to maintain good relationships with their customers Business owners college students professors entrepreneurs nonprofit organizations and other sales organizations can benefit

from this book Readers can ensure success by following the practical application on concepts outlined in this book in order to satisfy customers needs or wants Through this book many individuals will be able to Build a more profitable business Increase good sustainable customer service Inspire workers toward greater organizational performance Learn how to inspire today s demanding customers

Recipe for Service Tony Johnson,2015-01-24 Tony Johnson wants you to deliver the BEST POSSIBLE CUSTOMER SERVICE This book is the framework to help you CONSISTENTLY delight your Customers and Clients Each chapter is designed to deliver meaningful Customer service lessons that can be put into action QUICKLY for the good of your Customer and your business A unique blend of best practices common sense strategies and real life examples this book will help you lead and inspire your team Included this book are NUGGETS that will BENEFIT YOU such as The Secret to Being Visible Available and Absolutely Engaged in Your Day to Day Business The Fundamentals of Great Service and How to Inspire Your Team to Deliver Consistently and With Panache The Formula for Hiring and Training the Best Possible Team to Delight Your Customers How to See Innovation in the Everyday and Transform Your Organization into a POWERFUL and CUSTOMER CENTRIC Machine How to Keep Service Relevant TODAY and FAR into the FUTURE through Training Development and Leadership

The Ultimate Online Customer Service Guide Marsha Collier,2010-12-15 Make your online customers happy and create new ones with this winning guide Social media gives you an unparalleled vehicle for connecting and engaging with an unlimited number of customers Yet this vehicle is different than other more impersonal forms With social media reps become part of their customers lives They follow back They handle complaints immediately They wish customers happy birthday They grow their brands by involving themselves in communities The Ultimate Online Customer Service Guide gives you the keys to authentic and engaged service to customers through social media Using a blend of case studies a primer on classic online customer service and instructions on how to execute quality customer service this book enables you to access the opportunities that social media presents as a means of serving customers Authentically use social media to connect with customers to boost your bottom line Attract new customers through your online presence Achieve higher GMS Gross Merchandise Sales with quality customer service Social media gives you a new and growing realm to distinguish your business Create a productive presence in this interactive space with The Ultimate Online Customer Service Guide

Who's Your Gladys? Marilyn Suttle,Lori Jo Vest,2013-04-13 Every customer oriented business has its own Gladys someone who demands more than most companies are able or willing to give one who pushes front line service representatives buttons one who requires a higher degree of skill to manage One who let s just say it can be difficult Yet how is it that some businesses prove able not only to satisfy their Gladys but turn her into one of their most loyal utterly pleased customers Filled with inspiring real life case studies Who s Your Gladys reveals how large and small companies from a variety of industries avoid creating difficult customers in the first place EDITORIAL REVIEWS From Publishers Weekly When times are tough argue entrepreneur Suttle and manager Vest it s the companies with exceptional

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