

## Customer service performance review

Customer service employee					
Reviewer					
Reviewer's position					
Date of review					
<b>Characteristics</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Employee is a good listener	<input type="checkbox"/>				
Employee has excellent problem solving skills	<input type="checkbox"/>				
Employee receives positive feedback from customers	<input type="checkbox"/>				
Employee shows expertise knowledge of the product	<input type="checkbox"/>				
Employee can handle difficult clients	<input type="checkbox"/>				
Employee has patience and isn't easily rattled	<input type="checkbox"/>				
Employee understands customer needs	<input type="checkbox"/>				
Employee takes initiative	<input type="checkbox"/>				
Employee addresses customer's needs without delay	<input type="checkbox"/>				
Employee treats customers with respect	<input type="checkbox"/>				

Reviewer's comments

# Bookstagram Picks Review Customer Service

**David Brownlee**



## **Bookstagram Picks Review Customer Service:**

**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

**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 *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 Customer Service Is DEAD Mitche Graf, 2020-11-20 **Satisfaction Guaranteed** Byrd Baggett, 2005-04 Excellence in customer service results in long term success says Byrd Baggett If you've lost customers lately or are unsure whether customers are happy with your company it's time to review your customer service record This book is a digest of everything that Baggett has learned about meeting customers needs successfully An enterprise that puts customers first will succeed expand whereas one that focuses only on the bottom line will have to drum up new business constantly That is why it's important to remember that any business is only one bad experience away from losing a customer that if you promise the moon you'd better deliver

that the phone should be answered by the third ring that the customer is always right *The 7 Concepts of Customer Service* Joshua Kangley,2018-07-15 What if your company saw a raise in the standards of customer service Would your business receive better online reviews What if your company received more business from satisfied repeat customers and word of mouth Would this be a benefit and add to your bottom line *The 7 Concepts of Customer Service* is a practical guide and step by step resource that will help your company and your team foster an environment that is focused on delivering excellent customer service In this short and easy to follow book you discover the Concepts by Joshua Kangley that he has used to help him receive better reviews personal recognition from CEO s like Christopher Nassetta from Hilton and move himself up the corporate ladder and create successful businesses Learn what customers really want and what you and your team can do to achieve success in delivering the best possible customer service and keep them coming back from more So are you ready to get a leg up on your competition and be known for the best customer service and experience Pick up this book and get ready to learn what it takes *Pay Attention!* Ann Thomas,Jill Applegate,2010-05-24 Make customer feedback work for your business Customers are speaking loud and clear through a myriad of mediums Evidence shows that customers will no longer stand for the hurried and complacent service that has become the norm They are looking for a positive memorable experience Organizations that provide that level of service will earn their loyalty Customers base their decisions on nothing more than a positive or negative review of your product and or service *Pay Attention* paves the way Your company wins when you Understand Customer Expectations Embrace and implement The RATER Factors Define who you are and what you offer Become E T D B W Easy To Do Business With Connect with your audience in all mediums React appropriately and respond immediately to customer feedback Recover sincerely when things go wrong All you need is to *Pay Attention*

**The Best Customer Service Quotes Ever Said** John R. DiJulius III,2016-07-12 Become a Customer Service Revolutionary John R DiJulius III has raised the bar for what it means to deliver world class customer service Now with this indispensable book you can too DiJulius has combined the most inspiring quotes on how to best connect with customers and employees with a user friendly journal to create the ultimate customer service handbook *The Best Customer Service Quotes Ever Said* uses the powerful and motivational words from world renowned experts to inspire greatness and revolutionize how you interact with customers This book is the perfect guide to taking customer interactions to the next level and it provides expert wisdom to bring the customer service revolution to you **Service Certainty** Jason Forrest,Paul Cardis,2017-10-02 *Service Certainty* is your guide to revolutionizing your approach to customer service from the inside out If you want to create operational excellence that leads to truly elated customers this book will change the very core of how you do business

**Total Customer Service** William H. Davidow,Bro Uttal,1989 A renowned marketing genius and one of today s foremost business journalists team up to unveil the new business trends of the 1990s and their prescriptions for business success

*How to Win Customers* Jacques Horovitz,1990-01-01 *The Customer Servant* Tasha Burress,2018-10-25 Have we lost

our sense of what true customer service is today It is much more than being open for business every day and selling products or services True customer service is how we influence the world around us Let s get back to the basics and treating people in a way that will cause you to be blessed The Customer Servant *Customer Disservice Untold Stories of Customer Service Representatives Who Clearly Don't Give a Damn* Andrea Taylor,2020-05-13 Want to learn how to transform customer service in your business Learn from a professional how you can motivate and lead a team to drive customer satisfaction and loyalty This book is dedicated to customer service representatives around the world Some of you care and some of you clearly do not give a damn If you are the latter may the shining individual who showed up during the interview make a grand return because you are now unrecognizable Customer Service Success David Brownlee,2023-02-08 Customer Service Success The 6 Keys To Deliver A World Class Experience offers you new solutions to the age old challenges that you face in your business every day How do you keep your customers happy so that they never leave you How do you get your clients excited to come back to your businesses time and time again How do you create raving fan customers that will tell all of their friends family and colleagues that they must to do business with you This book will answer all of these questions for you and more in a simple easy to follow format that is entertaining and educational The concepts and strategies in this book are the same ones that David Brownlee has taught to over 2 million students from around the world that have found extraordinary success with their customers This book was written to be a fast and easy read that gets you straight to the point of what you need in order to deliver a world class customer service experience every time regardless of what is going on around you Inside you ll discover How to get 5 star online reviews from every customer or your business How to turn around your upset customers and make them a customer for life How to diffuse any of your customer service issues with confidence A new perspective on how to use empathy in your customer service strategy How to decipher exactly what your customers want and need from you And more ninja secrets that will help your business grow increase revenues and attract customers Customer Service Success the 6 Keys To Deliver A World Class Experience is your new fast and easy to use resource for you to grow your business increase your revenues and create loyal customers for life **Quality Customer Service** William B. Martin,2009

**Customer Service** Yuusuf Adetona,2023-05-17 As a business owner you re probably aware that customer service is essential but do you really know just how critical it is to your business If you re not sure then it s time to sit down relax and grab your favorite snack because this book is going to teach you everything you need to know Good customer service can make all the difference in building a loyal customer base and increasing revenue When your customers feel valued and appreciated they re more likely to keep returning to your business and telling others about it On the other hand poor customer service can quickly lead to negative reviews lost customers and a damaged reputation But it s not just about keeping your current customers happy Providing exceptional customer service can also help you stand out and attract new customers People with a positive experience with your business are more likely to choose you over your competitors

Conversely bad customer service can have serious consequences for your business Negative reviews can spread like wildfire online before you know it potential customers are avoiding your business altogether So if you want to learn how to provide excellent customer service and avoid the pitfalls of bad customer service this book is for you It s time to take your business to the next level by mastering the art of customer service *Creating a Customer Service Mindset* Jaquie Scammell,2018

*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 customer service that survive The eponymous Gladys represents the company s hypothetical most challenging client the one who requires a high level of skill to manage Using the stories of 10 diverse companies the Canfield Training Group of Chicken Soup for the Soul fame Singapore Airlines a polyethylene piping product supplier a spa an eyeglass distributor and a medical center among them the authors show companies how to win over Gladys develop strong client relationships and deliver the superior service that will help them through an economic crisis It s the substantive down to earth advice that sets this book apart from its competitors as well as the helpful chapter end sections which contain practical points and thought provoking questions and answers The whole is an extremely well organized and easy to use guide illuminated by the authors obvious passion for customer service It s the substantive down to earth advice that sets this book apart from its competitors as well as the helpful chapter end sections which contain practical points and thought provoking questions and answers The whole is an extremely well organized and easy to use guide illuminated by the authors obvious passion for customer service Publishers Weekly From Corp Magazine Detroit MI This is a fast paced and readable book on customer relationship building The authors are effective communicators on the subject and the real life stories make for a solid book on the topic Corp Magazine From Accounting Today *Who s Your Gladys* offers plenty of useful advice on turning the people who pay your bills into your biggest fans Accounting Today Selected by Customer Service Newsletter as one of the best customer service books of 2009 *Who s Your Gladys* offers not only a detailed look at how customer service works at several successful companies it provides a convenient blueprint for how to examine and benchmark your own customer service operations [Better Customer Service](#) Edward C. Brewer, Terence L. Holmes,2021 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 also 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      **Remember Me I Am the Customer!** Ruby L. Radford,2006-08-01

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