

Sample Positive Customer Feedback with Reply



[Redacted customer name and email address]



Just wanted to drop a note to say how impressed I was with your customer service team. They solved my issue in no time and made sure I was happy every step of the way. Keep up the fantastic work!

Replies

ABC Company

Thank you so much for your kind words! We're thrilled to hear you had a great experience with our customer service team and that our software update has made a positive impact on your workflow.

Your satisfaction is our top priority, and feedback like yours motivates us to keep improving. Thanks again for being a valued member of our community!

Facebook Review Customer Service

Fromsa Bedassa



Facebook Review Customer Service:

Good Reviews: A Comprehensive Guide to Online Reviews and Platforms Raj Varma, 2024-07-30 In our increasingly digital world online reviews have become an invaluable resource for consumers making important purchasing decisions Whether searching for the best local restaurant researching the latest consumer electronics or vetting service providers we have come to rely on the collective wisdom and experiences of others shared across a myriad of online platforms This comprehensive guide is a must read for anyone navigating the complex landscape of online reviews The author provides an in depth exploration of the major review platforms from Google and Facebook to Yelp TripAdvisor and Amazon outlining their unique features their importance for businesses and strategies for leveraging them effectively Beyond just understanding the review platforms this book delves into the psychological reasons behind how online reviews influence consumer behavior and purchasing decisions Insights into building trust managing reputation and responding to feedback empower readers to harness the power of online reviews for their own benefit whether as a savvy consumer or a business seeking to thrive in the digital age As our reliance on online information continues to grow Good Reviews equips readers with the knowledge and tools needed to make informed choices drive business success and navigate the ever evolving world of digital reputation It is a must read for anyone seeking to master the art of online reviews and leverage them for personal or professional gain

Introduction to Electronic Commerce and Social Commerce Efraim Turban, Judy Whiteside, David King, Jon Outland, 2017-04-23 This is a complete update of the best selling undergraduate textbook on Electronic Commerce EC New to this 4th Edition is the addition of material on Social Commerce two chapters a new tutorial on the major EC support technologies including cloud computing RFID and EDI ten new learning outcomes and video exercises added to most chapters Wherever appropriate material on Social Commerce has been added to existing chapters Supplementary material includes an Instructor s Manual Test Bank questions for each chapter Powerpoint Lecture Notes and a Companion Website that includes EC support technologies as well as online files The book is organized into 12 chapters grouped into 6 parts Part 1 is an Introduction to E Commerce and E Marketplaces Part 2 focuses on EC Applications while Part 3 looks at Emerging EC Platforms with two new chapters on Social Commerce and Enterprise Social Networks Part 4 examines EC Support Services and Part 5 looks at E Commerce Strategy and Implementation Part 6 is a collection of online tutorials on Launching Online Businesses and EC Projects with tutorials focusing on e CRM EC Technology Business Intelligence including Data Text and Web Mining E Collaboration and Competition in Cyberspace the following tutorials are not related to any specific chapter they cover the essentials ec technologies and provide a guide relevant resources p Content Marketing Rebecca Lieb, 2012 If you have a website a blog or even a Facebook or Twitter presence you are a publisher Think like one build a digital content strategy that embraces words images and multimedia to systematically enhance consumer engagement and conversion rates Lieb guides you through planning what you ll say online how and where you ll say it how often you ll communicate and how

you'll measure your effectiveness. She offers practical guidance for listening to conversations about your brand products and services, responding more effectively and effectively informing those conversations. You'll learn how to use your digital content strategy to shape marketing, branding, PR, SEO, customer and media relations, blog content, social media initiatives, and your website. www.managementboek.nl

Customer Service for Hospitality and Tourism Simon Hudson, Louise Hudson, 2012-11-02. Customer service is of critical importance for the tourism and hospitality sector now more than ever before, as customers are looking to increase value for money and are less forgiving of mediocre service. However, despite its importance, quality customer service is the exception rather than the norm in many parts of the world. *Customer Service for Hospitality and Tourism* is a unique text and vital to both students and practitioners as it explains not only the theory behind the importance of customer service but also acts as a guidebook for those wishing to put this theory into practice. In essence, it is the whys and hows of customer service. It is easy to read, very current, and full of references to all the latest research from both academic and practitioner literature. Chapters cover important topics such as the financial and behavioural consequences of customer service, consumer trends influencing service, developing and maintaining a service culture, managing service encounters, the importance of market research, building and maintaining customer relationships, providing customer service through the servicescape, the impact of technology on customer service, the importance of service recovery, and promoting customer service internally and externally. Key features include: An At Your Service Spotlight at the beginning of each chapter focuses on the achievements of successful individuals related to the art of customer service. Each chapter contains a Service Snapshot, short real-life cases to illustrate a particular concept or theoretical principle presented in the chapter. Detailed international Case Studies which cover a variety of sectors, organizations, and regions designed to foster critical thinking. The cases illustrate actual business scenarios that stress several concepts found in the chapter. They analyze customer service in the U.S., South America, South Africa, Europe, Russia, Australia, China, Canada, Korea, and Dubai.

Hug Your Haters Jay Baer, 2016-03-01. Haters are not your problem. Ignoring them is. Eighty percent of companies say they deliver outstanding customer service, but only 8 percent of their customers agree. This book will help you close that gap by reconfiguring your customer service to deliver knockout experiences. The near-universal adoption of smartphones and social media has fundamentally altered the science of complaints. Critics/haters can now express their displeasure faster and more publicly than ever. These trends have resulted in an overall increase in complaints and a belief by many businesses that they have to pick their spots when choosing to answer criticisms. Bestselling author Jay Baer shows why that approach is a major mistake. Based on an extensive proprietary study of how, where, and why we complain, *Hug Your Haters* proves that there are two types of complainers, each with very different motivations: Offstage haters. These people simply want solutions to their problems. They complain via legacy channels where the likelihood of a response is highest: phone, e-mail, and company websites. Offstage haters don't care if anyone else finds out as long as they get answers. Onstage haters. These people are

often disappointed by a substandard interaction via traditional channels so they turn to indirect venues such as social media online review sites and discussion boards Onstage haters want more than solutions they want an audience to share their righteous indignation Hug Your Haters shows exactly how to deal with both groups drawing on meticulously researched case studies from businesses of all types and sizes from around the world It includes specific play books and formulas as well as a fold out poster of the Hatrix which summarizes the best strategies for different situations The book is also filled with poignant and hilarious examples of haters gone wild and companies gone crazy as well as inspirational stories of companies responding with speed compassion and humanity Whether you work for a mom and pop store or a global brand you will have haters and you can't afford to ignore them Baer's insights and tactics will teach you how to embrace complaints put haters to work for you and turn bad news into good outcomes

Electronic Commerce 2018 Efraim Turban,Jon Outland,David King,Jae Kyu Lee,Ting-Peng Liang,Deborrah C. Turban,2017-10-12 This new Edition of Electronic Commerce is a complete update of the leading graduate level advanced undergraduate level textbook on the subject Electronic commerce EC describes the manner in which transactions take place over electronic networks mostly the Internet It is the process of electronically buying and selling goods services and information Certain EC applications such as buying and selling stocks and airline tickets online are reaching maturity some even exceeding non Internet trades However EC is not just about buying and selling it also is about electronically communicating collaborating and discovering information It is about e learning e government social networks and much more EC is having an impact on a significant portion of the world affecting businesses professions trade and of course people The most important developments in EC since 2014 are the continuous phenomenal growth of social networks especially Facebook LinkedIn and Instagram and the trend toward conducting EC with mobile devices Other major developments are the expansion of EC globally especially in China where you can find the world's largest EC company Much attention is lately being given to smart commerce and the use of AI based analytics and big data to enhance the field Finally some emerging EC business models are changing industries e.g the shared economy models of Uber and Airbnb The 2018 9th edition brings forth the latest trends in e commerce including smart commerce social commerce social collaboration shared economy innovations and mobility *College & Research Libraries News* ,2009

Oracle Big Data Handbook Tom Plunkett,Brian Macdonald,Bruce Nelson,Mark Hornick,Helen Sun,Keith Laker,Khader Mohiuddin,Debra Harding,David Segleau,Gokula Mishra,Robert Stackowiak,2013-09-25 Cowritten by members of Oracle's big data team this book provides complete coverage of Oracle's comprehensive integrated set of products for acquiring organizing analyzing and leveraging unstructured data The book discusses the strategies and technologies essential for a successful big data implementation including Apache Hadoop Oracle Big Data Appliance Oracle Big Data Connectors Oracle NoSQL Database Oracle Endeca Oracle Advanced Analytics and Oracle's open source R offerings Page 4 of cover *Hotel & Catering Review* ,2010 The National Culinary Review ,2010 **Designing Travel and Tourism Operations** Thomas

Punzel,2011-03-14 Seminar paper from the year 2007 in the subject Tourism grade 1 9 University of Birmingham course Operations Decision Making 20 entries in the bibliography language English abstract Nowadays it is essential for a tour operator to have a very good management and especially a well thought out service and operation management More and more competitors come on the market and smaller companies will be eliminated by the bigger ones So it is much important to create innovative products to satisfy the customer in every sense However at the mass of variety holiday and travel products problems during the tour operation are predetermined On the following pages one big United Kingdom tour operator is presented Furthermore one of their touring products will be checked according to problems which could emerge during operating the tour *Scientific American* ,2008 **Pet Services Journal** ,2009-11 **PATA Compass** ,2009 A Customer-centric Upgrade for California Government Commission on California State Government Organization and Economy,2015 Reports of Cases Determined in the Courts of Appeal of the State of California ,2012 **Chain Store Age** ,2010 *PVAO Bulletin* ,2018-12 The Fusion Marketing Bible: Fuse Traditional Media, Social Media, & Digital Media to Maximize Marketing (ENHANCED EBOOK) Lon Safko,2012-09-14 Turbocharge your marketing efforts with the powerful FUSE strategy The Fusion Media Marketing Bible explains how to pinpoint the most effective elements of your traditional marketing efforts and combine them with social media and digital marketing to reach more customers than ever while spending less money Packed with case studies from LinkedIn New Zealand World Cup Rugby Sheetz Convenience Store Restaurants and other companies that have made fusion marketing work for them it provides everything you need to drive dramatic increases in traffic and revenues This enhanced eBook includes videos that break down one of the social media digital tools presented in the book and show how each medium can be used to create a marketing strategy The videos also offer additional examples of companies that are using the different tools to advance their businesses Praise for the The Fusion Marketing Bible As many marketers get attached to social media tools they have forgotten that all marketing is about having conversations and providing real benefits to customers Lon s techniques will teach you how to fuse traditional media social media and digital media to create authentic conversations that build trust loyalty and yes revenue Carmine Gallo author of the bestselling books *The Apple Experience* *The Presentation Secrets of Steve Jobs* and *The Innovation Secrets of Steve Jobs* Perfect for entrepreneurs looking to better understand the relationship between traditional media and marketing and social media A very likeable book indeed Dave Kerpen New York Times bestselling author of *Likeable Social Media* and *Likeable Business* Lon shows us how to make traditional digital and social marketing work in concert He gets us thinking about marketing in 3D Erik Qualman bestselling author of *Socialnomics* and *Digital Leader* Includes 21 videos accessible through QR codes **Pushing the Edge** Association of College and Research Libraries. National Conference,2009 This book contains the proceedings of ACRL s 14th National Conference held in Seattle WA March 12 15 2009 The 3 invited papers and 39 contributed papers explore the latest thinking and research into issues facing academic librarians today The

theme areas of these papers include Changing Environments and Cultures Changing Political Realities Converging and Collaborating Evolving Models of Scholarly Communication Managing Electronic and Digital Information Redefining Traditions and Teaching and Learning Book Jacket

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