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Unleashing Excellence: The Complete Guide to Ultimate Customer Service, 2nd Edition

By Dennis Snow, Teri Yanovitch

Audible Studios on Brilliance, United States, 2016. CD-Audio. Book Condition: New. Unabridged, Updated, Expanded. 171 x 133 mm. Language: English . Brand New. A step-by-step guide to designing and implementing an amazing customer service culture In today s competitive business environment, keeping customers happy is the key to long-term success. But some businesses provide much better customer service than others. It s not always clear what works and what doesn t, and implementing new customer service practices midstream can be a difficult, chaotic task. Business leaders who want to transform their business culture into one of customer service excellence need reliable, proven guidance. Unleashing Excellence gives you practical tools and step-by-step guidance tailored to your company s individual customer service needs. It shows you how to navigate your teams through every step of the implementation process to achieve true customer service excellence. The book covers the training and education of your group, how to measure the quality of your service, how to build a culture of personal accountability, and how to recognize excellence and reward it. Fully revised to include updated information on the latest tools and best practices, as well as the stories and lessons learned from those organizations...



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