

Cancelled flights, damaged goods, botched bills, locked-up software--these are the service screw-ups that leave customers angry, disgusted...and determined to never buy from you again! But these mad-as-hell customers can be wooed back through skillful, planned service recovery. And, surprisingly, customers who experience world-class Knock Your Socks Off service recovery become your most loyal customers--and are a source of continuing business for years to come. Building on the popular, breezy approach of the Knock Your Socks Off Service series, the authors provide managers with an upbeat primer on creating a first-class recovery system. Enlivened by John Bush's witty illustrations, the book explains: \* The economics of recovery--what it costs when you lose customers, and how little it can cost to win them back \* The processes, policies, and technology a company must have to ensure an effective, real-time recovery system \* The manager's role in sustaining an outstanding recovery system--through training, coaching, empowering, supporting, inspiring, and rewarding great service providers.

The Star of Istanbul: A Christopher Marlowe Cobb Thriller, Book 2, Pierre; Or the Ambiguities (Russian Edition), Believing in Narnia: A Kids Guide to Unlocking the Secret Symbols of Faith in C.S. Lewis The Chronicles of Narnia, A trip through the Wakhan Corridor and Afghanistan: a travelogue, E-Commerce Geschäftsmodelle als besonderes Entscheidungskriterium im Selektionsprozess deutscher Venture Capital Unternehmen (German Edition), BatMonk 5, Murder on the Ile Saint-Louis (An Aimee Leduc Investigation Book 7), Sam, The Broken Robot and His Adventures with The Pretend Family; Book Two Sam and Leo Lion Save Dolly Goat (Sam the broken robot 2),

dentalhealthmed.com: Knock Your Socks Off Service Recovery (Knock Your Socks Off Series): Ron Zemke, Chip R. Bell.

Knock Your Socks Off Service Recovery has 16 ratings and 0 reviews. Cancelled flights, damaged goods, botched bills, locked-up software--these are the se. This book discusses how to help your employees help your customers and keep them coming back after problems occur " more loyal than ever. And, surprisingly, customers who experience world-class Knock Your Socks Off service recovery become your most loyal customers--and are a.

Ron Zemke shook up the service industry with his best-selling books on delivering and managing Knock Your Socks Off Service. Check out the whole collection. 26 Apr - 17 sec Free PDF Downlaod Knock Your Socks Off Service Recovery BOOK ONLINE CLICK HERE. 23 Nov - 10 sec dentalhealthmed.com?book=X.

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