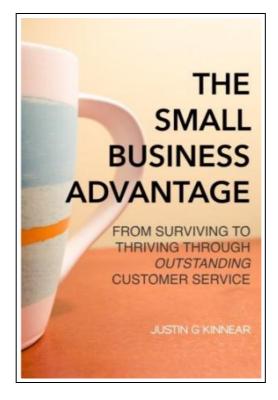
The Small Business Advantage: From Surviving to Thriving Through Outstanding Customer Service



Filesize: 6.91 MB

Reviews

This publication is fantastic. It is one of the most amazing publication i have got study. I am just pleased to explain how this is actually the best pdf i have got read through in my individual lifestyle and could be he finest publication for possibly.

(Mr. Kristoffer Hills)

THE SMALL BUSINESS ADVANTAGE: FROM SURVIVING TO THRIVING THROUGH OUTSTANDING CUSTOMER SERVICE



Createspace, United States, 2013. Paperback. Book Condition: New. 229 x 152 mm. Language: English. Brand New Book. Have you ever noticed that most of the advice about creating great customer service comes from the world of big business? It suggests that in order to develop excellence you need to learn from global Hotel chains, enormous car rental companies, luxury department stores or massive technology firms. If you are a small business this kind of advice is well-intentioned but often of little use. You likely know already that outstanding customer service can be a real difference maker when it comes to small businesses, but how exactly does a small business develop outstanding service? You won t do it by copying what Airlines or online shopping giants do. Customer service is not getting better, it s getting worse. Almost everybody has a story to share about a terrible customer service experience. These stories span almost every kind of business and can be found all over the globe. Really smart businesses understand that this is not good enough. If you want to remain in business, remain profitable and keep your best customers you need more than ever to focus on making sure you re better than the rest. The best way to differentiate your business from your competition is the quality of the service you provide. Nowhere is this more important than the world of small business. In these pages you Il learn how customer service has become so bad as you explore the specific things businesses do that damage the customer's experience. You Il find out what customers really want and why they behave as they do. You Il see what you need to do to re-focus on customer service, and how to create the right environment to deliver excellent...



Read The Small Business Advantage: From Surviving to Thriving Through Outstanding Customer Service Online Download PDF The Small Business Advantage: From Surviving to Thriving Through Outstanding Customer Service

Related Books



Patent Ease: How to Write You Own Patent Application

Createspace, United States, 2014. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****. Patent Ease! The new How to write your own Patent book for beginners!...

Save ePub

>>



History of the Town of Sutton Massachusetts from 1704 to 1876

Createspace, United States, 2015. Paperback. Book Condition: New. annotated edition. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****. This version of the History of the Town of Sutton Massachusetts...

Save ePub

>>



Learn em Good: Improve Your Child s Math Skills: Simple and Effective Ways to Become Your Child s Free Tutor Without Opening a Textbook

Createspace, United States, 2010. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****. From a certified teacher and founder of an online tutoring website-a simple and...

Save ePub

..



Talking Digital: A Parent s Guide for Teaching Kids to Share Smart and Stay Safe Online

Createspace, United States, 2014. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book. It is time for the digital talk. Today, kids are growing up in a wired world. Their...

Save ePub

»



No Friends?: How to Make Friends Fast and Keep Them

Createspace, United States, 2014. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****. Do You Have NO Friends? Are you tired of not having any...

Save ePub

.