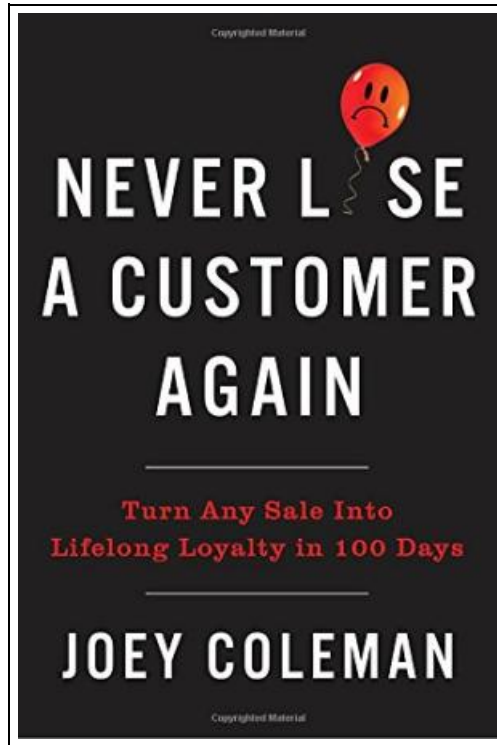


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Portfolio. Hardcover. Condition: New. 304 pages. Dimensions: 9.0in. x 6.0in. x 0.8in. Award-winning speaker and business consultant Joey Coleman teaches audiences and companies all over the world how to turn a one-time purchaser into a lifelong customer. Colemans theory of building customer loyalty isnt about focusing on marketing or closing the sale: Its about the First 100 Days after the sale and the interactions the customer experiences. While new customers experience joy, euphoria, and excitement, these feelings quickly shift to fear, doubt, and uncertainty as buyers remorse sets in. Across all industries, somewhere between 20-70 of newly acquired customers will stop doing business with a company with the first 100 days of being a new customer because they feel neglected in the early stages of customer onboarding. In Never Lose a Customer Again, Coleman offers a philosophy and methodology for dramatically increasing customer retention and as a result, the bottom line. He identifies eight distinct emotional phases customers go through in the 100 days following a purchase. From an impulse buy at Starbucks to the thoughtful purchase of a first house, all customers have the potential to experience the eight phases of the customer journey. If you can understand and anticipate the customers emotions, you can apply a myriad of tools and techniques -- in-person, email, phone, mail, video, and presents -- to cement a long and valuable relationship. Colemans system is presented through research and case studies showing how best-in-class companies create remarkable customer experiences at each step in the customer lifecycle. In the Acclimate stage, customers need you to hold their hand and over-explain how to use your product or service. Theyre often too embarrassed to admit theyre confused. Take a cue from Canadian software company PolicyMedical and their challenge of getting non-technical users to undergo a complex installation...



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