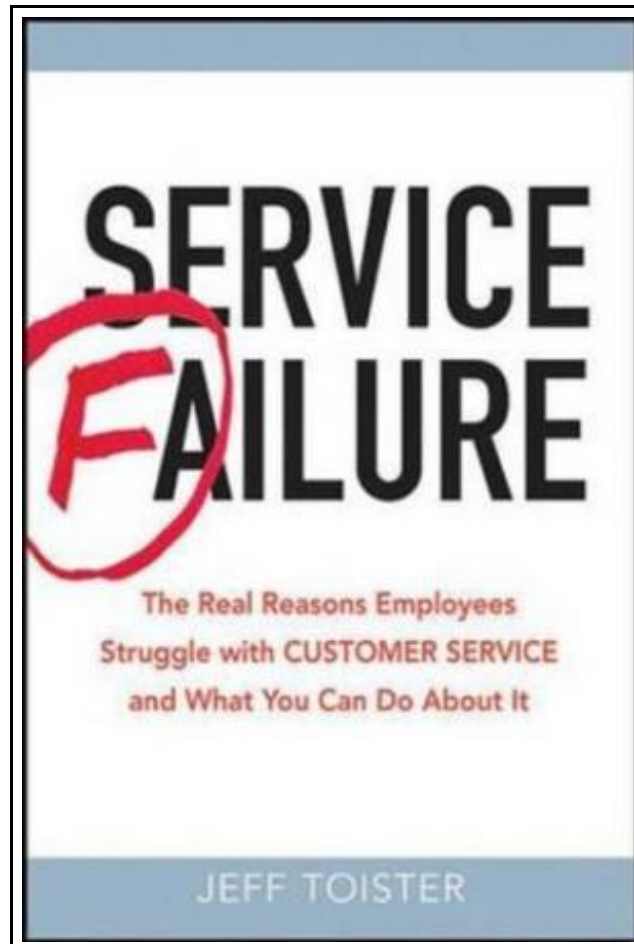


Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About it



Filesize: 7.47 MB

Reviews

Simply no words and phrases to spell out. it was writtern extremely perfectly and useful. I am easily could possibly get a satisfaction of looking at a composed publication.

(Prof. Maudie Ziemann)

SERVICE FAILURE: THE REAL REASONS EMPLOYEES STRUGGLE WITH CUSTOMER SERVICE AND WHAT YOU CAN DO ABOUT IT

DOWNLOAD



Amacom. Paperback. Book Condition: new. BRAND NEW, Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About it, Jeff Toister, Customer service goals have been articulated, messages drilled, and incentive programs created. But many employees still deliver lackluster service. What does it take to get them functioning as stellar frontline representatives of the company? Rather than offering another set of tactics for improving customer service, this book takes a novel approach by rooting out the real reasons employees aren't delivering the service they should. The results can be both surprising and illuminating, such as: company culture doesn't always support service excellence; over-emphasis on cost reduction often increases the cost of service; employees are torn between doing the right thing for the customer and following policy; poor products and services can make helping the customer nearly impossible; and, employees' interests often don't align with company goals. Once core problems are identified, the book offers corrective solutions, including redirecting coaching efforts, revisiting policies and procedures, clarifying roles and responsibilities, and more. Filled with inside stories from well-known organizations and the latest scientific research, "Service Failure" helps people overcome the obstacles preventing them from doing their very best.



[Read Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About it Online](#)



[Download PDF Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About it](#)

Relevant eBooks



It's Just a Date: How to Get 'em, How to Read 'em, and How to Rock 'em

HarperCollins Publishers. Paperback. Book Condition: new. BRAND NEW, It's Just a Date: How to Get 'em, How to Read 'em, and How to Rock 'em, Greg Behrendt, Amiira Ruotola-Behrendt, A fabulous new guide to dating...

[Save Book >](#)



Plentyofpickles.com (Paperback)

Createspace, United States, 2013. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.Interested in taking a peek into the world of internet dating? Then order...

[Save Book >](#)



Christmas Favourite Stories: Stories + Jokes + Colouring Book: Christmas Stories for Kids (Bedtime Stories for Ages 4-8): Books for Kids: Fun Christmas Stories, Jokes for Kids, Children Books, Books for Kids, Free Stories (Christmas Books for Children) (P

Createspace Independent Publishing Platform, United States, 2015. Paperback. Book Condition: New. 203 x 127 mm. Language: English . Brand New Book ***** Print on Demand *****.Merry Xmas! Your kid will love this adorable Christmas book...

[Save Book >](#)



Grandpa Spanielson's Chicken Pox Stories: Story #1: The Octopus (I Can Read Book 2)

HarperCollins, 2005. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Foreword by Raph Koster. Introduction. I. EXECUTIVE CONSIDERATIONS. 1. The Market. Do We Enter the Market? Basic Considerations. How...

[Save Book >](#)



You Shouldn't Have to Say Goodbye: It's Hard Losing the Person You Love the Most

Sourcebooks, Inc. Paperback / softback. Book Condition: new. BRAND NEW, You Shouldn't Have to Say Goodbye: It's Hard Losing the Person You Love the Most, Patricia Hermes, Thirteen-year-old Sarah Morrow doesn't think much of the...

[Save Book >](#)

**Star Flights Bedtime Spaceship: Journey Through Space While Drifting Off to Sleep**

CreateSpace Independent Publishing Platform, 2013. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: "Star Flights Bedtime Spaceship" is a charming and fun story with the purpose to help children

[Read Book »](#)

**Spanky the Mouse (Paperback)**

Createspace, United States, 2015. Paperback. Book Condition: New. 203 x 127 mm. Language: English . Brand New Book ***** Print on Demand *****.The biggest failure in life for any parent, or anyone raising a child

[Read Book »](#)

**My Friend Has Down's Syndrome**

Barron's Educational Series Inc.,U.S. Paperback. Book Condition: new. BRAND NEW, My Friend Has Down's Syndrome, Jennifer Moore-Mallinos, Younger children are normally puzzled when they encounter other kids who suffer from Down's Syndrome. Here is a

[Read Book »](#)

**The Right Kind of Pride: A Chronicle of Character, Caregiving and Community (Paperback)**

Right Kind of Pride, United States, 2014. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.After 20 years of marriage author Christopher Cudworth and his

[Read Book »](#)

**SY] young children idiom story [brand new genuine(Chinese Edition)**

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Paperback. Pub Date :2003-05-01 Pages: 151 Publisher: Anhui Literature and Art Shop Books All

[Read Book »](#)