

CUSTOMER SERVICE EXCELLENCE

A Guide to Winning and Keeping Customers



Derek Good

Customer Service The Key To Winning Lifetime Customers

Debra L. Morehouse



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Customer Service Marian Thomas,1991 **Customer Service Care Success for Life -V2** Neil Hoechlin,2022-12-28

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doing things the way you are And why you are doing them at all This is the starting point for How to win customers in the digital world Total Action or Fatal Inaction The authors confront traditional ways of organising with the capabilities of the new digital business technologies They are critical of the frozen behaviour of today s large organisations They go back to the fundamental goal that business is about making money by satisfying customers **CIM 4 Stakeholder Marketing 2012**

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