

THOMAS K. CONNELLAN and RON ZEMKE

SUSTAINING

**Knock
Your
Socks
Off**

SERVICE

Sustaining Knock Your Socks Off Service

Kristin Anderson, Ron Zemke



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Sustaining Knock Your Socks Off Service Thomas K. Connellan, Ron Zemke, 1993 Ron Zemke shook up the service industry with his two bestselling books on delivering and managing knock your socks off service Now he and Tom Connellan a leading authority on the behavioral aspects of service quality describe the powerful strategies that companies need to know to hang on to the efforts they started in the gold rush toward service quality **Knock Your Socks Off Service Recovery** Ron Zemke, Chip R. Bell, 2000 Based 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 showing what it costs to lose customers and how little it can cost to win them back *Delivering Knock Your Socks Off Service* Performance Associates, Inc., Performance Research Associates, 2012 In this trusted customer service classic the renowned business training and consulting services practice Performance Research Associates Inc lays bare the truth all companies have come to accept but few know what to do with companies that emphasize customer service make more money and keep customers longer than those that don't For over two decades Delivering Knock Your Socks Off Service has combined this timeless wisdom with powerful tools real world examples and the latest methods to provide customer service professionals an indispensable guide With lighthearted examples and to the point solutions the book provides readers with proven tips and strategies for exceeding customer needs and expectations determining the right times to bend or break the rules becoming fantastic fixers and powerful problem solvers using the RATER factors to wow your customers understanding cultural and generational differences and coping effectively with your most challenging customers Plus the revised fifth edition delivers new information on using social media for communication and service recovery owning service encounters responding positively to negative feedback and more What is quality customer service and how do you consistently deliver it for your customers Discover the answers in this go to guide for helping customer service professionals deliver outstanding service that keeps customers coming back *Delivering Knock Your Socks Off Service* PERFORMANCE RESEARCH ASSOCIATES, 2011-10-29 Who would've thought that a practical fun easy to read customer service book would capture the hearts of hundreds of thousands of readers Now celebrating its 20th anniversary Delivering Knock Your Socks Off Service has been completely revised and is better than ever Still the go to guide on providing the kind of outstanding service that keeps customers coming back the fifth edition combines powerful tools and techniques with real world examples and all new chapters on using social media for communication and service recovery owning service encounters responding positively to negative feedback and more The book provides readers with proven tips and strategies for Exceeding customer needs and expectations Determining the right times to bend or break the rules Becoming fantastic fixers and powerful problem solvers Using the RATER factors to wow your customers Understanding cultural and generational differences Becoming a listening post Coping effectively with customers from hell With people surrounded by more choices and information than ever before true customer loyalty has

become increasingly difficult to attain Combining timeless wisdom and up to the minute methods Delivering Knock Your Socks Off Service is the book no customer service professional can afford to be without **Delivering Knock Your Socks Off Service** Ron Zemke,Bobette Hayes Williamson,2001 Create a service advantage with the help of customer service guru Ron Zemke In practical easy to follow steps learn trusted techniques and positive approaches that will inspire you to believe in the value of customer care and give you the skills and style to deliver it This book takes these winning concepts to a new level with interactive features that enable you to turn the Knock Your Socks Off Service advantage to a competitive advantage in your own workplace You will learn how to See things from the customer s point of view Meet customer expectations and satisfy their needs Create a memorable experience for the customer Become easy to do business with Determine the right time to bend or break the rules Become a fantastic fixer and powerful problem solver Cope effectively with customers from hell Avoid the ten deadly sins of customer service Formulate smart answers to tough customer questions Coaching Knock Your Socks Off Service Ron Zemke,Kristin Anderson,1996-10-21 Authors Kristin Anderson and Ron Zemke provide a practical guide to the day to day challenges that arise in training superior customer service people Knock your socks off service doesn t just happen It requires coaching on an ongoing basis As part of the Knock Your Socks Off series Coaching Knock Your Socks Off Service explains how to help frontline employees hone their skills maintain the motivation to perform and meet new situations head on The authors present a model for successfully coaching anyone anywhere and they show you how to apply it in familiar coaching situations Everyone can appreciate Zemke and Anderson s strategies for handling the toughest coaching problems You will learn the most important new skill teaching employees to be peer coaches a growing need in the current era of teams and of doing more with less Managing Knock Your Socks Off Service Chip R. BELL,Ron ZEMKE,2007-05-17 Today s customers demand service that isn t just beyond the norm but makes its mark in their minds and in their hearts This updated edition of Managing Knock Your Socks Off Service provides readers with up to the minute advice on how they can create world class service both in their operations and through their people whether they work with customers face to face on the phone or in e space Revamped with new examples stories and research and featuring cartoons by John Bush the book gives readers practical proven ways to find and retain service oriented people get to know customers intimately build a service vision train and coach create and maintain a service management process that aligns people systems and customers involve and empower employees recognize and reward good performance Filled with examples from service standard setters such as Fed Ex QVC and others Managing Knock Your Socks Off Service shows how to create great service on a day to day real time every time basis Knock Your Socks Off Prospecting William Miller,Ron Zemke,2005 Another knockout in the grand tradition of Knock Your Socks Off Service *Knock Your Socks Off Answers* Kristin Anderson,Ron Zemke,1995 Pat answers to peevish questions and provocative customer comments smart answers to even tougher questions questions with no easy answers and customers say the darnedest things **Knock Your**

Socks Off Selling Jeffrey H. Gitomer, Ron Zemke, 1999 The successful Knock Your Socks Off KYSO formula for wowing customers is back adapted into a surefire strategy for winning sales by the illustrious consulting team of Gitomer and Zemke The book will help salespeople succeed in today's complex and stiffly competitive sales environment *The Friday Messages: Food for Thought* Dr. Wright L. Lassiter Jr., 2011-06-01 Dr. Wright L. Lassiter Jr. became the first black chancellor of the Dallas County Community College District in June 2006 His leadership skills have served him well in the past and present As the third volume of the Essential Voice series this guidebook provides lessons and insights that Lassiter has gleaned during decades of public service Divided into six parts and more than one hundred key topics he focuses on topics such as habits you can use to seize the day the top ten distinctions between winners and losers the power of place in a learning community ten lessons learned in over thirty years of higher education These teachings apply to everyone especially the thousands of employees of the Dallas County Community College District and anyone involved in higher education Lassiter's lessons will help you develop leadership skills that connect to core values and beliefs and that achieve results Regardless of your position you'll improve yourself and those around you with the insights and advice in *The Friday Messages Food for Thought*

Measuring and Improving Patient Satisfaction Patrick J. Shelton, 2000 Measuring and Improving Patient Satisfaction provides a detailed how to approach to establishing an effective patient satisfaction measurement program The reader learns how to measure patient satisfaction and act upon the information obtained from patient satisfaction surveys The book is based on the author's own experience in creating and implementing a patient satisfaction measurement program for the Med Partners Friendly Hills Health Network in Southern California

Emotional Labor Mary E. Guy, Meredith A. Newman, Sharon H. Mastracci, 2014-12-18 Most public service jobs require interpersonal contact that is either face to face or voice to voice relational work that goes beyond testable job skills but is essential for job completion This unique book focuses on this emotional labor and what it takes to perform it The authors weave a powerful narrative of stories from the trenches gleaned through interviews focus groups and survey data They go beyond the veneer of service delivery to the real live person to person interactions that give meaning to public service For anyone who has ever felt apathetic toward government work the words of caseworkers investigators administrators attorneys correctional staff and 9 11 call takers all show the human dimension of bureaucratic work and underscore what it means to work with feeling

101 Activities for Delivering Knock Your Socks Off Service Performance Research Associates, 2009-06-17 Today's customers are demanding service that is faster better and more personalized than ever before How can organizations ensure that they are prepared to meet that challenge The latest addition to the best selling Knock Your Socks Off Service series 101 Activities for Delivering Knock Your Socks Off Service provides readers with the practical tools and cost effective training required to help meet their customers needs Taking the unique position of seeing things from the customer's perspective this collection of fun and enlightening exercises teaches customer service managers and employees valuable ways to help their organizations provide world class

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Managing Knock Your Socks Off Service Chip Bell, Ron Zemke, John Bush, 2013-05-01 You may have your industry's most prolific product or service in the marketplace but your customers' loyalty and checkbooks will only go as far as your customer service will allow In the end customers will not recognize the minor advantages of your superior product but poor customer service will stand out like the Vegas strip on a moonless night So the most vital question any manager or business owner can ask themselves today is how well are you training coaching and supporting your company's frontline employees The invaluable must have *Managing Knock Your Socks Off Service* shows managers and supervisors how to Find and retain service oriented people Understand customer needs expectations and desires Build a service vision Design a user friendly service delivery process Involve and inspire employees Recognize and reward good performance Fully updated with new chapters on learning from lost customers inciting passion and incentivizing service fostering trust and delivering great customer experiences online this indispensable resource provides absolutely everything managers need to ensure their frontline employees become their company's biggest asset

How Video Games Impact Players Ryan Rogers, 2016-05-17 *How Video Games Impact Players* provides a balanced and nuanced look at the complex role that video games play in society through an analysis of the positive and negative effects of game rules feedback and self presentation Rogers examines the positive aspects of video games like their use in education encouragement of prosocial behaviors and enablement of mood management as well as the negative aspects like their association with violence and diversity issues promotion of substance use behaviors and their role as an outlet for harassment behaviors

Quality Health Care Robert C. Lloyd, 2004 Written by an internationally recognized expert in the field of quality management this book will serve as your guide for planning and implementing a successful quality measurement program in your healthcare facility It begins by presenting an overview of the context for quality measurement the forces influencing the demand for quality reform how to listen to the voice of the customer and the characteristics of quality that customers value most You'll also learn how to select and define indicators to collect data and how to organize data into a dashboard that can provide feedback on your progress toward quality measurement Finally this book shows you how to analyze your data by detailing how variation lives in your data and whether this variation is acceptable Case studies are provided to demonstrate how quality measurement can be applied to clinical as well as operational aspects of healthcare delivery

Uncertain Shield Richard A. Posner, 2006-03-23 This new book from Richard Posner brings the story up to date He argues that the emerging structure of that reformed intelligence system heavily influenced by the report of another

commission on the intelligence failure related to Saddam Hussein's abandonment of weapons of mass destruction is excessively centralized and will not be effective Posner brings light to the issues at hand and offers solutions

The Quality Management Sourcebook Christine Avery, Diane Zabel, 2002-09-11 The concept of Quality Management began in the manufacturing sector but a growing concern with quality in other areas of the economy has led to its wider application in service industries government education and other not for profit agencies A great quantity of material related to quality management has been produced in recent years much of it by small presses professional and trade associations and consultants The Quality Management Sourcebook is the first in depth international guide to the most useful material and sources of information The book begins with the origins of quality management explains how it evolved examines its current situation and explores the future The book is divided into five main sections Introduction General sources for information Applications of total quality management Focus on specific aspects of quality management Quality in the future Resource materials The Quality Management Sourcebook is an essential reference for everybody involved in either the theory or practice of quality management in manufacturing retail banking and insurance the utilities industry the transportation industry health education and other public services Over 900 citations cover books journal articles technical reports video training materials and software Each is followed by a descriptive annotation Resource materials include strategies for locating additional information training materials organizations and consultants The book concludes with a glossary of quality management terms a name index a title index and a detailed subject index

Media Feedback Ryan Rogers, 2021-05-11 Media Feedback Our Lives in Loops provides an overview of the concept of media feedback which is inherent in nearly every media platform we encounter on a daily basis Rogers argues that every like on Facebook view on Instagram death in a video game and movie suggestion on Netflix is a form of feedback that guides our actions and improves our performance Rogers continues on to claim that in the current media landscape more often than not we are influenced by some kind of media feedback even when we aren't aware of it This book employs a series of studies on media feedback to provide a resource for readers to understand not only what media feedback is but also how it impacts our everyday lives Scholars of media studies communication psychology and sociology will find this book particularly useful

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