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# Tales of Knock Your Socks Off Service

Inspiring Stories of  
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Kristin Anderson & Ron Zemke



# Tales Of Knock Your Socks Off Service Inspiring Stories Of Outstanding Customer Service

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**Tales of Knock Your Socks Off Service** Kristin Anderson, Ron Zemke, 1998 The 10th book in the Knock Your Socks Off Service series tells tales 101 of them of memorable customer service customer service heroes and service providers who have gone above and beyond for their customers With its humor pragmatic observations and stories anyone at any service level will get a kick out this book     *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** 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     **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     **Knock Your Socks Off Prospecting** William Miller, Ron Zemke, 2005 Another knockout in the grand tradition of Knock Your Socks Off Service     *Customer Service Best Practices* Ron Zemke, 1998     *Best Practices in Customer Service* John A. Woods, 1999     The Speed of Trust Stephen M. R. Covey, 2008-09-04 From Stephen R Covey s eldest son come a revolutionary book that will guide business leaders public figures and their organizations towards unprecedented productivity and satisfaction Trust says Stephen M R Covey is the very basis of the 21st century s global economy but its power is generally overlooked and misunderstood Covey shows you how to inspire immediate trust in everyone you encounter colleagues constituents the marketplace allowing you to forego the time killing and energy draining check and balance bureaucracies that are so often relied upon in lieu of actual trust     SoulTsunami Leonard Sweet, 2001-09 This book explains the tidal wave of postmodernism that is sweeping our culture and shows how the church can safely sail the troubled seas and fulfill its mission and calling     *Delivering Knock Your Socks Off Service* Performance Associates, Inc, 2007 Written in the same accessible and humorous style that made this book a classic this title features brand new chapters on important topics such as understanding cultural and generational differences in customers plus fresh anecdotes

and never before seen illustrations by cartoonist John Bush      Service America in the New Economy Karl Albrecht, Ron Zemke, 2002 In this world of technological commerce customer loyalty is waning This guide using innovative techniques and methodologies combined with real life examples provides insight into strategies to confront the either do it bigger or do it better imperative and the truth of what service means      **Cable Vision** ,1999      *The Publishers Weekly* ,2006

*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      Library Journal ,1997 Includes beginning Sept 15 1954 and on the 15th of each month Sept May a special section School library journal ISSN 0000 0035 called Junior libraries 1954 May 1961 Also issued separately      **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

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      *Cumulative Book Index* ,1998 A world list of books in the English language      **American Book Publishing Record** ,1997-09      *Books In Print 2004-2005* Ed Bowker Staff,Staff Bowker, Ed,2004

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