

9 Best tips for effective customer care



Making yourself easily accessible to your clients



Train your employees



Actively listen to your customers' concerns



Personalize your interactions with your customers



Focus on first impression



Respond to your customers promptly



Manage your customer expectations



Appreciate and recognize your customers



Be transparent in your communication

Successful Customer Care

**Robert E. Hinson, Ogechi Adeola, Kojo
Oppong Nkrumah, Charles
Agyinasare, Kwame Adom, Abednego
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Successful Customer Care:

Successful Customer Care in a Week: Teach Yourself Di McLanachan, 2012-07-13 The ability to look after your customers is crucial to anyone who wants to advance their career Written by Di McLanachan a leading expert on customer care as both a coach and a practitioner this book quickly teaches you the insider secrets you need to know to in order to keep your customers happy and coming back The highly motivational in a week structure of the book provides seven straightforward chapters explaining the key points and at the end there are optional questions to ensure you have taken it all in There are also cartoons and diagrams throughout to help make this book a more enjoyable and effective learning experience So what are you waiting for Let this book put you on the fast track to success Successful Customer Service

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bolt on to existing core provision in the form of feedback mechanisms information leaflets and customer training sessions One of the challenges facing managers is to go beyond the acknowledgement of the importance of a customer focus and to develop an understanding of how this focus can be embedded in the culture of their services via strategic and operational management This new management guide addresses this challenge Contributed by LIS professionals with extensive experience in the management of public and academic services each chapter presents a good practice guide to an element of strategic or operational management with the customer placed at centre stage the users perspective planning and policy making leadership and management human resource planning marketing as a tool for LIS managers assuring quality planning buildings for customers and services developing a service culture through partnerships virtual service Readership This book is essential reading for managers of library and information services from senior to team managers and also for all those involved in devising strategy and policy for staff and service development It is relevant to libraries and information services in any area of the world

10 Steps to Successful Customer Service Maxine Kamin, 2010-02-01 Providing great customer service has never been more critical for the success of any business 10 Steps to Successful Customer Service is designed as a quick but effective check up to ensure that front line professionals as well as customer service managers focus on the key practices that keep and create satisfied customers Beginning with a focus on individual motivation for service Maxine Kamin covers all the bases critical for success from trust and relationship building to maintaining a big picture perspective to avoid burn out on the job The 10 Steps to creating spectacular customer service Step 1 Identify Service Motivation and Mission Step 2 Define Great Service for Your Organization Step 3 Form Great Relationships Step 4 Build Trusting Relationships that Last Step 5 Use the Law of Attraction Be Positive Step 6 Aggressively Solve Problems the Bigger the Better Step 7 Recover from Mistakes Gracefully Step 8 Give Customers and Yourself a Break Step 9 Keep It Cool When Things Get Hot Step 10 Be Your Own Best Customer

5 Effective Customer Service Strategies Sarah West, In today s hyperconnected marketplace where customers have more choices than ever before and can share their experiences instantaneously across social media platforms exceptional customer service has evolved from a nice to have business feature into an absolute necessity for survival and growth The companies that understand this fundamental shift are not merely surviving but thriving building loyal customer bases that serve as both revenue generators and brand ambassadors The landscape of customer expectations has undergone a dramatic transformation over the past decade What once satisfied customers now barely meets their baseline expectations They demand not just functional solutions to their problems but memorable experiences that make them feel valued understood and appreciated This shift represents both a challenge and an unprecedented opportunity for businesses willing to embrace a new paradigm of service delivery At its core exceptional customer service is built on the recognition that every interaction between a company and its customers is a moment of truth that can either strengthen or weaken the relationship These moments whether they occur during a routine inquiry a complex

problem resolution or a complaint handling process collectively shape the customer's perception of the brand and influence their decision to continue the relationship or seek alternatives *Customer Care Excellence* Sarah Cook, 2008 Emphasizing both strategic and practical aspects of customer care this work explains how gaining customer commitment and motivating employees to deliver an excellent service at all of a company's touch points can ensure successful results and satisfied customers

Customer Service Essentials Robert E. Hinson, Ogechi Adeola, Kojo Oppong Nkrumah, Charles Agyinasare, Kwame Adom, Abednego Feehi Okoe Amartey, 2019-08-01 Customer Service Essentials is a must read and a definitive source of information on effective management of customer service in Africa and beyond Leveraging on unique concepts and practices developed in the field of customer service management this book uses case studies and vignettes to reinforce learnings drawing parallels to real life experiences The book is a valuable resource for individuals and organizations in the quest to achieve excellent customer service increased productivity and enhanced employee satisfaction It explores the practical challenges of customer service in Africa examines critical success factors and provides guidelines for effective customer engagement in this evolving highly networked digital era Policy makers directors managers and students will gain valuable and actionable insights on service management as they navigate the chapters Praise for Customer Service Essentials Lessons for Africa and Beyond This book captures service excellence by detailing out in a most explicit manner essential services dynamics of Responsiveness Accessibility Tangibles Empathy and Reliability I highly recommend it Esi Elliot Assistant Professor Marketing Suffolk University Boston MA I am very impressed with this book and excited to see the topics being discussed in the Chapters are geared toward quality customer service in Africa All the chapters are superbly written relevant to the African context and above all the authors cover incredibly interesting topics and support them with pertinent cases Bringing together such fine minds in the field this book is useful and a must for anyone serious about customer service service branding and the need to respect the customer Charles Blankson Professor of Marketing College of Business University of North Texas Hinson and colleagues have skillfully put together a useful collection of new perspectives on modern customer service essentials with an African and global perspective This is a highly recommended text for students and practitioners Ellis L C Osabutey Reader Roehampton University Business School United Kingdom

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