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Outstanding Customer Service

Kristin Anderson & Ron Zemke



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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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In a world inundated with displays and the cacophony of instant connection, the profound energy and psychological resonance of verbal artistry usually diminish in to obscurity, eclipsed by the constant barrage of noise and distractions. Yet, situated within the musical pages of **Tales Of Knock Your Socks Off Service Inspiring Stories Of Outstanding Customer Service**, a charming function of literary elegance that pulses with organic thoughts, lies an unforgettable trip waiting to be embarked upon. Published with a virtuoso wordsmith, that exciting opus instructions viewers on an emotional odyssey, delicately exposing the latent potential and profound impact embedded within the elaborate web of language. Within the heart-wrenching expanse of this evocative evaluation, we will embark upon an introspective exploration of the book is key subjects, dissect its charming publishing model, and immerse ourselves in the indelible effect it leaves upon the depths of readers souls.

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web to murmur words of affection to someone in a flirtatious manner these words may be genuine or less serious my ex boyfriend used to whisper sweet nothings to me and then sneak out with his mistress later at the prom i watched all the couples around me whispering sweet nothings to each other as they danced see also nothing sweet