

FOREWORD BY RICH TEERLINK, RETIRED CHAIRMAN AND CEO OF HARLEY-DAVIDSON, INC.

Chip R. Bell & Bilijack R. Bell

magnetic service



secrets for creating passionately devoted customers

# Magnetic Service The Secrets Of Creating Passionately Devoted Customers

**DAVID L. ELWOOD**



## **Magnetic Service The Secrets Of Creating Passionately Devoted Customers:**

**Magnetic Service** Chip R. Bell, Bilijack R. Bell, 2003 Do you long to build a cult like following for your business Would you like to have customers that don't just forgive you when you err but actually help you correct what caused the mistake

**Magnetic Service** Chip Bell, Bilijack Bell, 2006-01-06 Winner of the 2004 Publishers Marketing Association Benjamin Franklin Award for Best Business Book By the bestselling author of *Managers As Mentors* over 100 000 copies sold Reveals the seven magnetic service secrets that work for cult like brands such as Starbucks Harley Davidson and Ritz Carlton Provides tools techniques and tips for fostering customer devotion Magnetic Service provides a provocative yet practical blueprint for going beyond mere customer loyalty to create and sustain customer devotion Devoted customers not only forgive you when you err but actually help you correct what caused the mistake They don't just recommend you they assertively insist that their friends do business with you Authors Chip and Bilijack Bell made an intensive study of companies that inspire this kind of cult like devotion companies as diverse as Starbucks Jack Daniels Ritz Carlton Hotels GE eBay Chick fil A Harley Davidson and many others They found that these companies created customer experiences so captivating that they bound their customers to them they provided magnetic service Chip and Bilijack identify the seven secrets of magnetic service and use dozens of real life examples to illustrate the secrets in action And they show precisely what leaders can do to create a culture of magnetic service in any unit or organization **Wired and Dangerous** Chip R. Bell, John R.

Patterson, 2011-05-30 Customers today are picky fickle and vocal and all about me vain They now have an enormous variety of services and products to choose from with unprecedented access to information and reviews *Magnetic Service* Bilijack Bell, Chip Bell, 2011-08-18 Cultivating and keeping customers long term should be a primary goal of any company but binding customers to a brand can be challenging at best This is where magnetic service comes in In this inspiring book authors Chip and Bilijack Bell show how any business can create a cult like following of customers who don't just forgive them w Inside Your Customer's Imagination Chip R. Bell, 2020-09-08 A journey into a powerful idea the more people you involve as creators and contributors the greater your innovation capacity Polly LaBarre New York Times bestselling coauthor of *Mavericks* at Work Organizations need to offer customers breakthrough products services and solutions to effectively compete in today's innovation hungry economy The challenge is customers often don't know precisely what they want As Henry Ford is reputed to have said If I had asked people what they wanted they would have said faster horses To surprise and awe your customers Chip Bell advises developing co creation partnerships with them Co creation partnerships are about fulfilling customers hopes and aspirations not just their needs and expectations Co creation partnerships require 1 curiosity that uncovers insight 2 grounding that promotes clear focus 3 discovery that fosters risk taking 4 trust that safeguards partnership purity and 5 passion that inspires energized generosity Using examples from organizations like McDonald's DHL Marriott Lockheed Martin Discover Financial Ultimate Software and many more Bell shows how co creation partnerships enable you to tap into

the treasure trove of ideas ingenuity and genius in the raw within every customer Innovation through partnership is the blueprint for business growth in the future Inside Your Customer s Imagination provides the instruction and inspiration to make it a success Marshall Goldsmith 1 New York Times bestselling author Chip Bell s unique perspective lively illustrations and practical advice result in one terrific resource for anyone eager to tap a customer s ingenuity for creating breakthrough results Jeanne Bliss founder and CEO CustomerBliss and cofounder Customer Experience Professionals Association CXPA

Take Their Breath Away Chip R. Bell, John R. Patterson, 2009-04-29 Praise for Take Their Breath Away Are you bored We re so spoiled that when something is merely good enough we just walk away Chip and John explain that the surefire method for growth and customer loyalty is simple don t be boring Seth Godin author of Purple Cow and Tribes Take Their Breath Away shows how legendary customer service delivery can win and keep devoted customers for life I LUV this fantastic book Colleen Barrett President Emeritus Southwest Airlines Company No one knows more about creating profit through service than Chip and John If you want to know the best way to do it read Take Their Breath Away The examples in this book will certainly start your creative juices flowing and help your organization take your customers breath away Howard Behar former president Starbucks Coffee International *Creating Great Visitor Experiences* Stephanie Weaver, 2016-07-11

Museum and other non profit professionals have begun to realize that the complete visitor experience is the key to repeat attendance successful fundraising and building audience loyalty Taking lessons learned by successful experience shapers in the for profit world Stephanie Weaver distills this knowledge for museums and other organizations which depend on visitor satisfaction for success Is your institution welcoming Are the bathrooms clean Does the staff communicate well Are there enough places to sit These practical matters may mean more to creating a loyal following than any exhibit or program the institution develops Weaver breaks the visitor experience down to 8 steps and provides practical guidance to museums and related institutions on how to create optimal visitor experiences for each of them In a workshop like format she uses multiple examples exercises and resource links to walk the reader through the process *SPROUT! (EasyRead Edition)* Alan A.

Vengel, 2004 The notion of growing your business like a garden may not seem particularly original but the direction these authors take their sales advice in is quite fresh In an unusual and welcome act of focus they dwell on one aspect of the sales professional s life how to prolong your career and stick with it despite the weeds and rocks hurled continually at today s selling professional Their advice is practical and couched in colorful anecdotes and garden metaphors Sales advice blooms throughout the story of an imaginary sales professional Marsha Molloy who is struggling to get her professional groove back Since burnout is an epidemic in the sales profession this book is a valuable addition to the topic It offers solid advice or sales seeds in a colorful and engaging way getAbstract strongly recommends it to all those who seek to do more than make a sale and rather aim to build a sales career Sprout! Alan Vengel, 2009-01-23 Why a book relating sales success to gardening

Because we believe that there is more than one way to look at the challenge of getting the most out of your sales career Our

book offers a new way of looking at sales that you're not likely to have encountered. In our experience, sales professionals don't always acknowledge that pressure. Or if they do, it's often in a negative way. *Two Factor Theory of Customer Service* DAVID L. ELWOOD, 2013-12-18 In the *Two Factor Theory of Customer Service*, author David L. Elwood nudges the entire field of customer service toward becoming a professional discipline. Customer service is not a casual "do it if you think of it" aspect of business; customer service is a real business product that stands beside the primary product of every business enterprise. It is inescapable, and it is inextricably tied to profits. Elwood uses easy-to-follow ideas that open the door to fresh, persuasive perceptions of the fundamental dimensions of customer service: events, accessible, emotional, temporal, informational, solutional, aptitudinal, and relational. The essence of Elwood's message is that the more clearly and deeply one understands customer service events, the more effective he or she will become at delivering customer service straight to the customer. And as powerful empirical research findings have shown, delivery of Superior Customer Service goes hand in hand with superior profits. The *Two Factor Theory of Customer Service* will delight everyone looking for a systematic approach to understanding and classifying the seemingly unending differences found in published examples of Superior Customer Service, and it will brighten the pathway for each provider seeking to increase profits. Without question, you ARE in the customer service business; the only question is whether you are doing it well. Want a quick read at the airport terminal that'll entertain more than transform? *Two Factor Theory of Customer Service* isn't it. Elwood skips the clichés while delivering a perfect balance of theory and immediate application that will change how you see your customers and, more importantly, how your customers will see you again and again and again. Jay Martinson, Ph.D., Chair, Communications Department, Olivet Nazarene University

**Wired and Dangerous** John R. Patterson, Chip R. Bell, 2011-08-19 In an era of economic stress, rapid change, and social networking, customers are distracted, disgruntled, and harder to please than ever. Picky, Fickle, Vocal, Wired, and Vain, they have very little tolerance for error and are ready to spread the word quickly over the internet when things go wrong. If a company's customer service doesn't adapt...

Positively M. A. D. Bill Treasurer, 2004-12-04 Featuring contributions by more than 50 of Berrett Koehler's most renowned authors, *Positively M. A. D.* is a collection of stories about real people making real changes, large and small, in their organizations and communities. The founder of an adoption agency specializing in placing unadoptable children. A former big city mayor, the son of a convict who now works with the children of convicts. A psychiatrist who was able to take his severely ill patients to their first Chicago Bears game by unexpectedly tapping into the kindness of the fans. An office worker who transforms a malcontent colleague with the gift of a chocolate cake. A woman who salvages used computers and donates them to Africa. These engaging, optimistic, can-do vignettes, organized around twelve different lessons, provide the chapter headings are designed to inspire people to resolve their disillusionment by getting off the couch and doing something. As editor Bill Treasurer writes, "Regardless of our station in life, each of us is entitled and perhaps obliged to etch our initials onto the tree of humanity. Despite the complexity of the world's problems and inadequacies and despite our own frustration..."

with the current state of affairs we can indeed Make A Difference      **Business** Bloomsbury Publishing,2011-06-06 An international bestseller BUSINESS The Ultimate Resource is a one stop reference and interactive tool covering all aspects of today s world of work Unique authoritative and wide ranging it offers practical and strategic advice for anyone doing business today Written with a team of world class writers and editors it is an essential desk reference for managers MBA and business students and for small business owners worldwide Fully updated and revised for this new edition BUSINESS features Best Practice over 170 essays from a stellar cast of business thought leaders including C K Prahalad Gary Hamel and John Kotter Actionlists practical solutions to everyday business challenges Management Library time saving digests of more than 100 of the world s best business books Dictionary jargon free definitions of more than 7 000 terms Giants revised biographies of many of the world s most influential gurus and pioneers      Guts! Kevin Freiberg,2008-12-10 Kevin and Jackie Freiberg s previous book Nuts Southwest Airline s Crazy Recipe for Business and Personal Success described the unconventional leadership that made Southwest an airline industry dynamo In GUTS the Freibergs look at twenty five gutsy and extraordinarily successful businesses and introduce the chief executives who are creating a new corporate ethos that blows the doors off business as usual Drawing on five years of research the Freibergs provide a behind the scenes look at these intensely focused passionate and unconventional leaders and their companies Among them James Blanchard CEO of Synovus Financial a financial services giant with more than 16 billion dollars in assets Roy Spence Jr President of GSD M Advertising which AdWeek magazine named Southwest Agency of the Year seven times James Goodnight of SAS a world leader in intelligence software Although the leaders in the book represent a wide range of industries they share a common vision They see business as a heroic cause and understand that good leadership isn t a matter of position but of influence They reject hierarchical rules rituals and expectations and have replaced in the box management with a culture based on passion and innovation They regard their employees not as human resources but as individuals with unique gifts and talents And make everyone in the company responsible for the company s brand and culture An exciting follow up to Nuts which has sold nearly 500 000 copies in hardcover and paperback GUTS proves that it is possible to have fun live your values and still make money      **Leading with Questions** Michael J. Marquardt,Bob Tiede,2023-04-13 A unique and powerful strategy for leading others In this newly revised third edition of Leading with Questions renowned global leadership consultants Michael Marquardt and Bob Tiede describe how to ask powerful questions that generate short term and long term results and success They show you how effective leaders use questions to encourage participation and teamwork foster creative thinking empower others create relationships with customers and solve problems The authors offer step by step guidance on the process of learning the art of questioning and techniques like active listening and follow ups you can use in myriad situations with individuals teams and entire organizations You ll also find The most recent research on how questions change people and companies for the better Interviews with over 40 world leading executives and managers from a wide variety of

industries and regions Concrete hands on strategies for generating short term results and long term change with questions Perfect for managers executives and other business leaders Leading with Questions will earn a place on the bookshelves of anyone interested in better engaging with and leading others Magnetic Service Chip R. Bell,Bilijack R. Bell,2006-01-08 Partnerships are fast becoming the primary structure of contemporary business as organizations partner with vendors unions customers and even competitors to take advantage of short term market opportunities leverage intellectual capital and create more flexible and innovative enterprises Even more important are our everyday partnerships with the person in the cubicle down the aisle the department down the hall or the supplier across town In this important guide authors Chip Bell and Heather Shea tell you how to create and maintain truly great partnerships Using examples drawn from the world of business and the world of dance to illustrate the principles and practices of great partnering they lead you step by step from deciding if partnership is right for you to celebrating the end of a successful partnership Dance Lessons is the first book to fully explore the interpersonal side of partnerships which is more often than not what causes partnerships to falter or fail or to flourish and excel It is a wise yet practical guide to the inner workings of great partnerships revealing exactly how the champions choreograph their partnership dances for consistently great performances **The Elements of Peace** J. Frederick Arment,2014-01-10 This guide to nonviolent conflict resolution presents thirty methods of maintaining or achieving peace each with an in depth case study Methods covered and their real world applications include the art of diplomacy the 1995 Dayton Peace Accords fair trade the 1997 fair trade certification agreement civil disobedience the civil rights movement in the United States humanitarianism the rescue of the Hungarian Jews during the Holocaust the rule of law the International Tribunal for the Former Yugoslavia and peace education the Nobel Peace Prize among many others It concludes with a summary of the methods and the virtues of peace Instructors considering this book for use in a course may request an examination copy here Branded Customer Service Janelle Barlow,Paul Stewart,2004 Branded Customer Service breaks new ground with an assertion that brand equity is built not just through advertising and public relations but also through the human exchange of customer service Customer relations experts Janelle Barlow and Paul Stewart have a passion for branding and explain in practical terms how to take a defined recognizable brand position and then make it live through delivery of service Challenges to consistency are discussed as well as the internal promotion of brands the reinforcement of brands through staff and customer interactions and how to link brands to selling styles and messages Make 'Em Scream "Gee Whiz!" Website Marketing NOW,2008 **Managers As Mentors** Chip R Bell,Marshall Goldsmith,2013-06-03 The updated third edition of the essential handbook for all those who are trusted advisors to aspiring leaders Jim Kouzes coauthor of The Leadership Challenge This latest edition of the classic Managers as Mentors is a rapid fire read that guides leaders in helping associates grow in today s tumultuous organizations Thoroughly revised throughout with twelve new chapters this edition places increased emphasis on the mentor acting as a learning catalyst with the prot g rather than simply handing

down knowledge As with previous editions a fictional case study of a mentor protégé relationship runs through the book But now this is augmented with interviews with six top US CEOs New chapters cover topics such as the role of mentoring in spurring innovation and mentoring a diverse and dispersed workforce accustomed to interacting digitally Also new to this edition is the Mentor's Toolkit six resources to help in developing the mentor protégé relationship This hands on guide teaches leaders to be the kind of confident coaches integral to learning organizations Tightly written helpful techniques Scientific American This book will help you become the mentor you always wanted and honor the terrific ones you had Mark Goulston bestselling author of Just Listen



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