

Knock Your Socks Off



Service Recovery



Ron Zemke & Chip R. Bell

Knock Your Socks Off Service Recovery

**PERFORMANCE RESEARCH
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Knock Your Socks Off Service Recovery:

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 **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 service and helps them create an action plan for improvement Written in the same accessible and humorous style that made Delivering Knock Your Socks Off Service so popular this companion guide covers such topics as how to say no empathy vs sympathy service recovery listening email telephone skills customers from hell winning words and soothing phrases anticipating customer needs building reliability customer feedback keeping a stress log and more These simple but effective activities take only minutes but deliver truly powerful lasting results [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 **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

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

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, Performance Research Associates, 2003 Outlines the skills and techniques of providing superior customer 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 Prospecting William Miller, Ron Zemke, 2005

Another knockout in the grand tradition of Knock Your Socks Off Service 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.

Managers as Mentors Chip R. Bell, 2002 Bell's book introduces a revolutionary new paradigm for creating a learning organization, one person at a time. Practical tools and techniques are provided here for leaders to circumvent the barriers of rank and enter learning relationships. *Winning In Service Markets: Success Through People, Technology And Strategy* Jochen Wirtz, 2016-12-12 *Winning in Service Markets: Success through People, Technology and Strategy* is the first practitioner book in the market to cover the key aspects of services marketing and management based on sound academic evidence and knowledge. Derived from the globally leading textbook for Services Marketing by the same author, this book offers a comprehensive overview of extant knowledge on the topic. Accessible and practical, *Winning in Service Markets* bridges the gap between cutting-edge academic research and industry practitioners and features best practices and latest trends on services marketing and management from around the world. **Services Marketing: People, Technology, Strategy (Ninth Edition)** Jochen Wirtz, Christopher Lovelock, 2021-10-15 *Services Marketing: People, Technology, Strategy* is the ninth edition of the globally leading textbook for Services Marketing by Jochen Wirtz and Christopher Lovelock, extensively updated to feature the latest academic research, industry trends and technology, social media and case examples. This book takes on a strong managerial approach presented through a coherent and progressive pedagogical framework rooted in solid academic research. It features cases and examples from all over the world and is suitable for students who want to gain a wider managerial view. Remarkable Leadership Kevin Eikenberry, 2007-08-17 *Remarkable Leadership* is a practical handbook written for anyone who wants to hone the skills they need to become an outstanding leader. In this groundbreaking book, Kevin Eikenberry outlines a framework and a mechanism for both learning new things and applying current knowledge in a thoughtful and practical way. Eikenberry provides a guide through the most important leadership competencies, offers a proven method for learning leadership skills and shows approaches for applying these skills in today's

multitasking and overloaded world of work The book explores real world concerns such as focus limited time incremental improvement and how we learn **Managing Knock Your Socks Off Service** Chip R. Bell,Ron Zemke,David Zielinski,2007 The bestselling customer service management book is back and better than ever with new tips strategies and examples from how to find and retain service oriented people to recognizing and rewarding good performance Credibility James M. Kouzes,Barry Z. Posner,2011-08-02 The first true revision of the classic book from the bestselling author of The Leadership Challenge As the world falls deeper into economic downturns and warfare the question of credibility how leaders gain and lose it is more important than ever Building on their research from The Leadership Challenge James Kouzes and Barry Posner explore in Credibility why leadership is above all a relationship with credibility as the cornerstone and why leaders must Say what you mean and mean what you say This first full revision of the book since its initial publication in 1993 features new case studies from around the world fully updated data and research and a streamlined format Written by the premier leadership experts working today Credibility Reveals the six key disciplines that strengthen a leader s capacity for developing and sustaining credibility Provides rich examples of real managers in action Includes updates to the applications and research This personal inspiring and genuine guide helps you understand the fundamental importance of credibility for building personal and organizational success Making It Right Paul Alexander Clark,Mary P. Malone,2005 HCPro and Press Ganey are proud to introduce Making it Right Healthcare Service Recovery Tools Techniques and Best Practices It is a unique and authoritative resource and training tool to increase patient satisfaction and improve your bottom line What do you do when healthcare service fails How should you react when a patient complains or expresses concern It s one thing to make a mistake It s another to add insult to injury by neglecting to address the problem or by responding inappropriately In fact the way your organization reacts when something goes wrong profoundly affects your patients overall healthcare experience and ultimately their satisfaction with your facility The success of any healthcare facility depends on an effective service recovery system Failure to resolve a patient s problem whether real or perceived or to make amends will result in an unhappy patient and a possible lawsuit Fortunately it is possible to mitigate the impact of flawed healthcare service By exceeding expectations in the way you address the situation you can re capture the loyalty of a wronged patient and send your patient satisfaction scores through the roof The definitive service recovery guide Introducing Making it Right Healthcare Service Recovery Tools Techniques and Best Practices an indispensable service recovery guide made possible by a unique partnership between HCPro and Press Ganey Rely on this dependable authoritative resource to create implement and maintain a service recovery program that achieves high patient satisfaction profitable financial returns regulatory compliance measurable results This must have guide uses valuable real life world class case studies to illustrate essential service recovery principles Readers will benefit from these compelling examples of how other healthcare organizations have created successful programs to enhance their service recovery and improve patient satisfaction From Press Ganey the

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Wired and Dangerous Chip R. Bell, Thom Hartmann, John R. Patterson, 2011-05-16 Customers today are picky fickle vocal and all about me vain With the reach and influence of the Internet they are also powerful If they receive poor or impersonal service they talk back with a single snarky video or damning review gone viral they can bring down a company To succeed in this new world it is vital that customers are treated not as cash machines but as collaborators Chip Bell and John Patterson analyze this service revolution and provide a tested formula for transforming today's edgy customers into eager partners Using real world examples they detail compelling methods and pragmatic tools for bringing harmony and balance to a relationship that was out of whack even before the Internet

Pay Attention! Ann Thomas, Jill Applegate, 2010-05-24 Make customer feedback work for your business Customers are speaking loud and clear through a myriad of mediums Evidence

shows that customers will no longer stand for the hurried and complacent service that has become the norm They are looking for a positive memorable experience Organizations that provide that level of service will earn their loyalty Customers base their decisions on nothing more than a positive or negative review of your product and or service Pay Attention paves the way Your company wins when you Understand Customer Expectations Embrace and implement The RATER Factors Define who you are and what you offer Become E T D B W Easy To Do Business With Connect with your audience in all mediums React appropriately and respond immediately to customer feedback Recover sincerely when things go wrong All you need is to Pay Attention

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