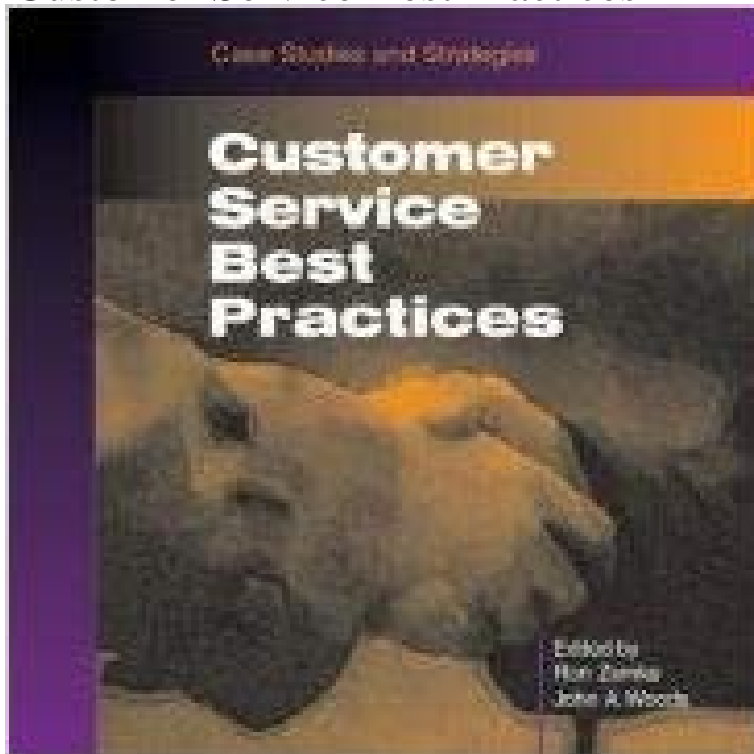


Customer Service Best Practices



This practical new resource book includes 38 carefully chosen articles, training tools, case studies and job aids that you can use to positively impact your customer service through training, benchmarking, and new processes. With an emphasis on what, why, and especially how-to, the information in this book will help customer service managers, trainers, and frontline associates develop more effective policies and procedures. Materials are Fully Reproducible! All materials are fully reproducible which makes them especially useful as handouts, job aids, newsletter items, and training tools. In addition, selected resources are included on diskette for easy customization and reproduction. We make it easy for you to add, delete, or change information to suit your special needs. All materials are provided in Microsoft Word, so within minutes you can add your company name and logo to give your resources a customized look. Tools and Resources Included How to quantify the payoff in improved customer service Special section on customer service and the internet Special appendix-benchmarking your customer service with findings from the 1996 International Customer Service Association (ICSA) study 38-item self assessment to evaluate your current service level Coaching for customer service Training tips for telephone customer service Includes Original Contributions by Chip Bell Terry Vavra Rebecca Morgan Jim Sterne John Goodman Mark Sanborn Kristin Anderson Doug Pruden Janelle Barlow Joanna Brandi Lisa Ford Jerry Fritz

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If all decisions, all services and all **20 customer service best practices - Levementum** Jul 12, 2016 Five ways to retool your customer service and customer experience and **How To Hire For Customer Service Positions: Best Practices And Excellent Customer Service: A Dozen Best Practices - Recreation** Jan 5, 2015 That's why we created the e-book, 20 Customer Service Best Practices: to equip you with the tools and best practices to deliver top-notch **5 Social Customer Service Best Practices** **Cision** This White Paper is a summary of Customer Service Best Practices from the following three authority sources: Customer Care Institute, Purdue University Center **Internal Customer Service Best Practices: Ten Principles For A** Email is not dead. On the contrary, it is very popular with consumers. 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