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exceptional customer service going beyond your good - *exceptional customer service going beyond your good service to exceed the customer s expectation by lisa ford 2001 01 01 lisa ford david mcnaair bill perry on amazon com free shipping on qualifying offers, exceptional customer service going beyond your good* - *exceptional customer service is packed with exercises designed for today s customer service needs managers as well as customer service people will find useful and solid advice on how to improve customer service from the inside out by learning how to keep customers instead of constantly recruiting new ones business will boom, exceptional customer service going beyond your good* - *exceptional customer service going beyond your good service to exceed the customer s expectation lisa ford bill perry david mcnaair by using practical advice real life examples helpful tips and step by step instructions the authors provide the tools for business owners and managers to create exceptional customer service, exceptional customer service going beyond your good* - *if you or your business deals with customers exceptional customer service is worth a good read or at least a good skim the authors provide many ways of thinking about and actually taking steps toward improving your customer relations, exceptional customer service going beyond your good* - *exceptional customer service going beyond your good service to exceed the cutomer s expectation lisa ford david mcnaair bill perry adams media jan 1 2001 business economics 216 pages, amazon com customer reviews exceptional customer service* - *find helpful customer reviews and review ratings for exceptional customer service going beyond your good service to exceed the customer s expectation at amazon com read honest and unbiased product reviews from our users, exceptional customer service going beyond your good* - *exceptional customer service going beyond your good service to exceed the cutomer s expectation exceptional customer service going beyond your good service to exceed the cutomer s expectation by ford lisa mcnaair david perry bill, exceptional customer service going beyond your good* - *exceptional customer service going beyond your good service to exceed the customer s expectation paperback 8 jun 2000 if you or your business deals with customers exceptional customer service is worth a good read or at least a good skim the authors provide many ways of thinking about and actually taking steps toward improving, 9 actions to go beyond customer expectations doug* - *problem solvers work hard to exceed customer expectations i recently wrote a marketing piece that included the following quote even without a cape you can be a superhero be the hero and fix your customer s problem we all strive to be unique and your customer wants to feel special too, what is your idea of exceptional customer service* - *quick answer exceptional customer service involves understanding the product or service being sold going beyond customers expectations fulfilling explicit and implied promises to customers showing respect and interacting with customers outside the parameters of business transactions exceptional customer service also involves developing real*

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