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employee (and customer) engagement soar. 23 Ways to Amaze and Delight Your Customers If you want to know how strong your company's customer service is, ask your employees to describe what their work entails. Then pay attention to whether they simply list their duties and tasks or if they speak to the true essence of their job--to create delighted customers who will be less price sensitive, have higher repurchase rates, and enthusiastically recommend the company or brand to ... Delight Your Customers: 7 Simple Ways to Raise Your ... Delight Your Customers: 7 Simple Ways To Raise Your Customer Service From Ordinary To Extraordinary: Steve Curtin: Amazon.com.au: Books Delight Your Customers: 7 Simple Ways To Raise Your ... 7 Simple Ways to Raise Your Customer Service from Ordinary to Extraordinary. Book Reviews. Visit the Store. ... "The customer service and sales program you developed for us based on Delight Your Customers is outstanding. We had record sales this year: month end, year end, you name it!" Begin The Journey to Extraordinary Today! | Steve Curtin Introduction --Function vs. essence --Three truths of exceptional customer service --Seven simple ways to raise customer service --Express genuine interest --Offer sincere and specific compliments --Share unique knowledge --Convey authentic enthusiasm --Use appropriate humor --Provide pleasant surprises --Deliver service heroics --Incorporating job essence into job function --From ordinary to extraordinary --Index. Delight your customers : 7 simple ways to raise your ... Get this from a library! Delight your customers : 7 simple ways to raise your customer service from ordinary to extraordinary. [Steve Curtin] -- Great customer service is

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rare. In fact, one survey found that while 80 percent of companies described themselves as delivering "superior" service, consumers estimated the number at a mere 8 percent. ...

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