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EVERY TIME



TOOLS for Delivering
the Most Amazing
Customer Service on the Planet

SHEP HYKEN

New York Times and Wall Street Journal Bestselling author

Amaze Every Customer Time Delivering

Susan Solovic, Ray Manley



Amaze Every Customer Time Delivering:

Amaze Every Customer Every Time Shep Hyken, 2013-09-03 You must deliver an amazing customer experience Why It is the competitive edge of new era business in any market and any economy Renowned customer experience expert Shep Hyken explains how consistently amazing customers through stellar service can elevate your company from good to great All transformations require a role model and Shep has found the perfect role model to inspire your team Ace Hardware Ace was named as one of the top ten customer service brands in America by Businessweek and ranked highest in its industry for customer satisfaction Through revealing stories from Ace's over the top work with customers Shep explores the five tactical areas of customer amazement leadership culture one on one competitive edge and community Delivering amazing service requires everyone in your organization to step up and be a leader It doesn't take a title It takes the right set of tools and principles To help you empower employees at all levels Shep brings the content to a deeply practical level His 52 Amazement Tools like Ask the extra question and Focus on the customer not the money are simple clear useful for almost anybody and supported with compelling research and stories Between these covers you will find the tools and tactics you need to transform your company into a seriously customer focused operation that will amaze every customer every time *The Amazement Revolution* Shep Hyken, 2011 What is the amazement revolution It is the culture that can drive any organisation from one employee to tens of thousands to focus completely on delivering an amazing customer service experience In this sequel to the Wall Street Journal best selling book *The Cult of the Customer* Shep Hyken shares seven powerful strategies that any organisation can implement to create greater customer and employee loyalty In a tough competitive and price sensitive economy customer service is one of the most essential tools to separate your business from the competition These strategies work as evidenced by the more than seventy case studies and examples that Hyken shares throughout the book These examples provide dozens of lessons that can and should be implemented immediately Corporate and industry clients from all over the world have tapped into the expertise of Shep Hyken His client list is a who's who in the business world As an author and speaker Hyken is known for his simple and direct strategies that help his clients build successful customer focused organisations

Customer Relationship Management Roger J. Baran, Robert J. Galka, 2016-12-08 This book balances the behavioral and database aspects of customer relationship management providing students with a comprehensive introduction to an often overlooked but important aspect of marketing strategy Baran and Galka deliver a book that helps students understand how an enhanced customer relationship strategy can differentiate an organization in a highly competitive marketplace This edition has several new features Updates that take into account the latest research and changes in organizational dynamics business to business relationships social media database management and technology advances that impact CRM New material on big data and the use of mobile technology An overhaul of the social networking chapter reflecting the true state of this dynamic aspect of customer relationship management today A broader discussion of

the relationship between CRM and the marketing function as well as its implications for the organization as a whole Cutting edge examples and images to keep readers engaged and interested A complete typology of marketing strategies to be used in the CRM strategy cycle acquisition retention and win back of customers With chapter summaries key terms questions exercises and cases this book will truly appeal to upper level students of customer relationship management Online resources including PowerPoint slides an instructor s manual and test bank provide instructors with everything they need for a comprehensive course in customer relationship management

Summary: Amaze Every Customer Every Time

BusinessNews Publishing,2014-10-28 The must read summary of Shep Hyken s book Amaze Every Customer Every Time 52 Tools for Delivering the Most Amazing Customer Service on the Planet This complete summary of the ideas from Shep Hyken s book Amaze Every Customer Every Time shows how you have a competitive edge when you amaze your customers every time they deal with you regardless of the state of the economy or the dynamics of the marketplace in which you operate In his book the author explains that there are five elements that are necessary for creating customer experiences that amaze great leaders culture tools service and community This summary details each of these elements and provides advice on exactly how to improve them Added value of this summary Save time Understand key concepts Expand your knowledge To learn more read Amaze Every Customer Every Time and discover the key to leaving customers amazed after every interaction

Current Technologies Employed in e-Commerce Customer Service by Leading Players Dr. V.V.L.N. Sastry,2020-03-25 E commerce customer service technologies adopted by businesses help them present their customers with the information they want quickly take responsibility for their actions communicate specific solutions to customers and maintain their competitive edge Evidently different e commerce customer technologies have different strengths and deficiencies Principally this book zeroes in on the strengths and downsides of the e commerce customer service technologies used by Adidas Standard Bank and Coca Cola currently comparing the technologies critically They use the Salesforce Commerce Cloud Acquire and Get Satisfaction e commerce customer service technologies respectively If a business is required to adopt Get Satisfaction Acquire or Salesforce Commerce Cloud as its e commerce customer technology it should consider each of the options capabilities and deficiencies Get Satisfaction and Salesforce Commerce Cloud unlike Acquire enable businesses build online customer communities Salesforce Commerce Cloud and Acquire unlike Get Satisfaction have analytics capabilities which are rather important to support organizations including businesses that offer customer support Salesforce Commerce Cloud and Acquire unlike Get Satisfaction help businesses offer consistent customer experiences over varied channels one of the most critical differentiating factor for retail businesses presently is shopping experience Acquire and Salesforce Commerce Cloud unlike Get Satisfaction assist businesses in integrating customer data

The Convenience Revolution Shep Hyken,2018-10-02 Convenience is King When you make it easier for customers to do business with you they will reward you with their money their loyalty and their referrals There s a reason they call it a convenience store because it s convenient

When you have to pick up a gallon of milk would you rather stop by a large supermarket or a 7 Eleven Customers who shop at convenience stores know the selection is smaller and the prices are often higher yet they still come in droves because of the ease of purchase What about the minibar in your hotel room That s convenient too but the convenience comes at a cost Did you ever stop to think that the same 5 00 can of Coca Cola in the hotel s mini fridge can be bought down the hall from the vending machine for just 1 25 Yet even with that can of Coke being four times more expensive hotels are restocking minibars every day Customers will pay for convenience And they ll choose to do more business over time with the people and companies that make their lives more convenient Whether you re trying to out service a competitor or disrupt an entire industry creating less friction and being more convenient for your customers should be your strategy When you raise the convenience bar you create the next level of amazing customer experience This book shows you how to leverage convenience as a powerful way to differentiate yourself from your competition You ll learn six compelling strategies supported by numerous examples and case studies that will fuel your plan to create a focus on convenience for your customers The value proposition is both simple and profound when you reduce friction and make it easier for customers to do business with you they ll reward you with their money their loyalty and their referrals That s the advantage of being a part of The Convenience Revolution

Never Lose a Customer Again Joey Coleman, 2018-04-03 Award winning speaker and business consultant Joey Coleman teaches audiences and companies all over the world how to turn a one time purchaser into a lifelong customer Coleman s theory of building customer loyalty isn t about focusing on marketing or closing the sale It s about the First 100 Days after the sale and the interactions the customer experiences While new customers experience joy euphoria and excitement these feelings quickly shift to fear doubt and uncertainty as buyer s remorse sets in Across all industries somewhere between 20% 70% of newly acquired customers will stop doing business with a company within the first 100 days of being a new customer because they feel neglected in the early stages of customer onboarding In Never Lose a Customer Again Coleman offers a philosophy and methodology for dramatically increasing customer retention and as a result the bottom line He identifies eight distinct emotional phases customers go through in the 100 days following a purchase From an impulse buy at Starbucks to the thoughtful purchase of a first house all customers have the potential to experience the eight phases of the customer journey If you can understand and anticipate the customers emotions you can apply a myriad of tools and techniques in person email phone mail video and presents to cement a long and valuable relationship Coleman s system is presented through research and case studies showing how best in class companies create remarkable customer experiences at each step in the customer lifecycle In the Acclimate stage customers need you to hold their hand and over explain how to use your product or service They re often too embarrassed to admit they re confused Take a cue from Canadian software company PolicyMedical and their challenge of getting non technical users to undergo a complex installation and implementation process They turned a series of project spreadsheets and installation manuals into a

beautiful puzzle customers could assemble after completing each milestone In the Adopt stage customers should be welcomed to the highest tier of tribal membership with both public and private recognitions For instance Sephora s VIB Rogue member welcome gift provides a metallic membership card private recognition and a members only shade of lipstick for public display In the final stage Advocate loyal customers and raving fans are primed to provide powerful referrals That s how elite entrepreneurial event MastermindTalks continues to sell out their conference year after year with zero dollars spent on marketing By surprising their loyal fans with amazing referral bonuses an all expenses paid safari they guarantee their community will keep providing perfect referrals Drawing on nearly two decades of consulting and keynoting Coleman provides strategies and systems to increase customer loyalty Applicable to companies in any industry and of any size whether measured in employee count revenue or total number of customers implementing his methods regularly leads to an increase in profits of 25 100% Working with well known clients like Hyatt Hotels Zappos and NASA as well as mom and pop shops and solo entrepreneurs around the world Coleman s customer retention system has produced incredible results in dozens of industries His approach to creating remarkable customer experiences requires minimal financial investment and will be fun for owners employees and teams to implement This book is required reading for business owners CEOs and managers as well as sales and marketing teams account managers and customer service representatives looking for easy to implement action steps that result in lasting change increased profits and lifelong customer retention **I'll Be Back** Shep Hyken,2021-09-21

How do you build a business that thrives during good times and bad Is there a strategy that can set up your company up for success no matter what curveballs the world may throw your way There is Turn customers into repeat customers and turn repeat customers into loyal customers Renowned customer service and experience expert Shep Hyken maintains that delivering an amazing customer service experience that keeps customers coming back for more is everyone s job Customer service is not a department It s not just for people on the front lines It s the responsibility of everyone in the organization from the CEO or owner of a business to the most recently hired employee It s the result of a customer focused philosophy that must be baked into the culture And it is what separates you from your competition In *I ll Be Back* you will learn How to design and create an experience that gets customers to return again and again The one trackable trend that leaders must monitor every morning The difference between repeat customers and loyal customers How to build the *I ll Be Back* culture How delivering an amazing customer experience is within the reach of every organization The two simple words that are the secret to every customer service program Why most loyalty programs fail to create customer loyalty How to personalize the customer experience Why setting up or expanding self service and digital customer service choices are is a must not an option Ten loyalty killers that can terminate your relationship with your customers And much more This book includes the must have tools tactics and strategies you need to get your customers to say *I ll be back* *Be Amazing or Go Home* Shep Hyken,2019-10-01

Want to amaze your customers impress the people you work with and outshine your competition Going

from average to amazing isn't an out of reach goal. In fact, amazement is a habit that anyone can master and Shep Hyken knows the tricks to making it your own. In *Be Amazing or Go Home*, Shep shares the secrets behind making his motto "Always Be Amazing" an everyday lifestyle and shows how you too can become exceptional in business and in life. Drawing on the routines of incredible people, Shep demonstrates simple practices that can elevate your game, including: Showing up ready to be amazing, Being proactive, Craving feedback, Taking responsibility, Embracing authenticity, Focusing on excellence, Turning misery into magic. Once you master these habits, you'll be able to create trust, build stronger relationships, make sales, advance your career, and more. Now is the time to step out of the ordinary and step into amazing. *The One-Percent Edge* Susan Solovic, Ray Manley, 2018-02-22. The answer to remaining competitive and keeping steady growth for your business is not ground-breaking business-altering innovations but by simply making one tweak at a time. You are in the business of staying competitive, seeing solid profits, building a strong brand, and keeping steady customers who return again and again. But the market is constantly changing, and competition is fierce. How do you not only keep from losing ground but manage to remain a step ahead? Is a complete overhaul and rebranding every few years necessary to make sure your footprint is still making its mark, reminding consumers of your presence? In *The One-Percent Edge*, you will learn how to put energy into profitable areas and trim dead weight, raise prices by selling value instead of things, access new markets by adapting products or services, turn customers into brand ambassadors, and many other subtle yet highly effective strategies for affecting profitable changes to your business. By making incremental adjustments to every aspect of the business—marketing, customer service, finances, products, people—then repeating the process, you will find yourself constantly fixing weaknesses and spotting opportunities for growth. Pull ahead of the pack by constantly evolving, one tweak at a time.

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