



Air Canada Customer Service

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Air Canada Customer Service:

Customer Service Delivery in Africa Robert Ebo Hinson, Esi Akyere Mensah, Doreen Anyamesem Odame, 2024-02-26

Customer service management is one of the key pillars of today's business environment. Businesses operating in sub-Saharan Africa and other frontier markets have begun to embrace the concept of customer service management with many incorporating the notion into their mission statements with many forward-thinking companies transitioning from a transactional to a more strategic view of the customer. As customers have evolved and transformed from passive audiences to active players, businesses are moving away from the old industry model that sees value as created from goods and services to a new model where value is created by experiences. Today, businesses and customers create value through customised co-produced offerings. This co-creation of value helps firms highlight the customer's or consumer's point of view and improve the front-end process of identifying customers' needs. Given the increasing recognition of the customer as a co-creator of value, perceptions of customer service quality during COVID-19 and afterwards matter to businesses in Africa looking to thrive in a new post-COVID era since customers increasingly face several choices in the bid to access consumer products and services. This book consists of seven chapters beginning with an overview detailing the importance of customer service matters to Africa's development and ending with a discussion of the future directions for enhanced customer service delivery in Africa. Each chapter in this book includes actual customer service and delivery practices from various countries on the African continent including Egypt, Ghana, and South Africa and uncovers the challenges, successes, and potential areas for improvement in delivering quality customer service.

Mastering the Air Canada App: Your Guide to Effortless Travel

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Air Canada: The Story of Canada's Flag Carrier

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Air Canada

Peter Pigott,2014-03-03 Begun as a social experiment in 1937 Air Canada has evolved into one of the world s greatest airlines an integral part of this country s social fabric During the course of its 75 year history the airline was privatized fought off a hostile takeover merged with arch rival Canadian Airlines and touched countless lives This is its story Airline Customer Service Commitments United States. Congress. House. Committee on Transportation and Infrastructure. Subcommittee on Aviation,2001

Loyalty Management in the Airline Industry Ben Beiske,2002-05-29 Inhaltsangabe Abstract This report will demonstrate the importance of Loyalty Management in the competitive environment of the airline industry and will show that a successful approach to Loyalty Management consists of three different interlinked aspects These three pillars are Customer Service Frequent Flyer Programs and Complaint Management their interdependence will be analysed in depth with special attention given to the perceived importance of Frequent Flyer Programs Findings from a detailed literature review and a survey show that customers do indeed perceive these issues as vital with regards to their loyalty towards a particular airline It was found that Customer Service can be regarded as the foundation for Loyalty Management it can help an airline to gain competitive advantage by setting it apart from its competitors Frequent Flyer Programs if implemented and run properly can provide the customer with added value As such they compliment Customer Service and can help to increase overall loyalty Additionally Complaint Management was found to be gaining importance among airlines The number of complaints was shown to be rising gradually stressing the growing significance of efficient Complaint Management and its strong after effect on customer loyalty Inhaltsverzeichnis Table of Contents 1

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