



## Mastering Account Management: 102 Steps for Increasing Sales, Serving Your Customers Better, and Working Less (Paperback)

By Dan Englander

Createspace Independent Publishing Platform, United States, 2015. Paperback. Condition: New. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*. You're up to 55% more likely to win business with an existing customer than with an outside prospect. Mastering Account Management is your blueprint for winning long-term business with your highest potential buyers (your customers). From selling millions in high-end video services and managing projects in the New York advertising world, Dan Englander learned that most companies don't take the right steps to farm repeat business. Instead of focusing on time-consuming lead generation tactics, a replicable account management process will produce better and faster returns. Englander's 102-step guide will show you how to create one for your business. Learn what the top account managers do: Systematize repeat business. Achieve flexibility and freedom by keeping a barrier between sales and customer or client service. Build long-term partnerships by prioritizing experience over output. Make life easier by leveraging new apps, tools, and high-tech shortcuts. Maximize networking referrals. Mastering Account Management will give you the right framework for winning more deals, delighting your customers, and achieving peace of mind. It's equal parts sales and customer service, with a...



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