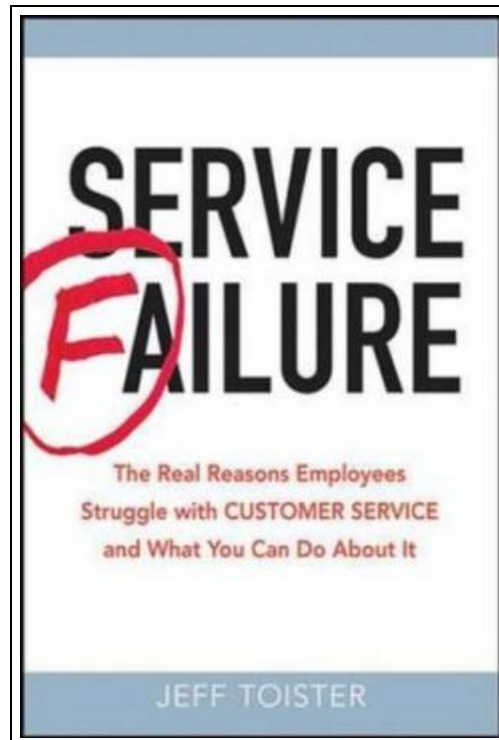


Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About it



Filesize: 8.09 MB

Reviews

It is just one of my personal favorite publications. It is among the most awesome publications I have read. It is extremely difficult to leave it before concluding, once you begin to read the book.
(Delia Rutherford)

SERVICE FAILURE: THE REAL REASONS EMPLOYEES STRUGGLE WITH CUSTOMER SERVICE AND WHAT YOU CAN DO ABOUT IT

[DOWNLOAD PDF](#)

Amacom. Paperback. Book Condition: new. BRAND NEW, Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About it, Jeff Toister, Customer service goals have been articulated, messages drilled, and incentive programs created. But many employees still deliver lackluster service. What does it take to get them functioning as stellar frontline representatives of the company? Rather than offering another set of tactics for improving customer service, this book takes a novel approach by rooting out the real reasons employees aren't delivering the service they should. The results can be both surprising and illuminating, such as: company culture doesn't always support service excellence; over-emphasis on cost reduction often increases the cost of service; employees are torn between doing the right thing for the customer and following policy; poor products and services can make helping the customer nearly impossible; and, employees' interests often don't align with company goals. Once core problems are identified, the book offers corrective solutions, including redirecting coaching efforts, revisiting policies and procedures, clarifying roles and responsibilities, and more. Filled with inside stories from well-known organizations and the latest scientific research, "Service Failure" helps people overcome the obstacles preventing them from doing their very best.

[Read Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About it Online](#)[Download PDF Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About it](#)

You May Also Like



It's Just a Date: How to Get 'em, How to Read 'em, and How to Rock 'em

HarperCollins Publishers. Paperback. Book Condition: new. BRAND NEW, It's Just a Date: How to Get 'em, How to Read 'em, and How to Rock 'em, Greg Behrendt, Amiira Ruotola-Behrendt, A fabulous new guide to dating...

[Save eBook »](#)



Becoming Barenaked: Leaving a Six Figure Career, Selling All of Our Crap, Pulling the Kids Out of School, and Buying an RV We Hit the Road in Search Our Own American Dream. Redefining What It Meant to Be a Family in America.

Createspace, United States, 2015. Paperback. Book Condition: New. 258 x 208 mm. Language: English . Brand New Book ***** Print on Demand *****.This isn t porn. Everyone always asks and some of our family thinks...

[Save eBook »](#)



Games with Books : 28 of the Best Childrens Books and How to Use Them to Help Your Child Learn - From Preschool to Third Grade

Book Condition: Brand New. Book Condition: Brand New.

[Save eBook »](#)



Games with Books : Twenty-Eight of the Best Childrens Books and How to Use Them to Help Your Child Learn - from Preschool to Third Grade

Book Condition: Brand New. Book Condition: Brand New.

[Save eBook »](#)



TJ new concept of the Preschool Quality Education Engineering: new happy learning young children (3-5 years old) daily learning book Intermediate (2)(Chinese Edition)

paperback. Book Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment.Paperback. Pub Date :2005-09-01 Publisher: Chinese children before making Reading: All books are the...

[Save eBook »](#)