

EXCEPTIONAL CUSTOMER SERVICE

FOREWORD BY
TONY HSIEH, CEO OF ZAPPOS.COM

2ND EDITION

EXCEPTIONAL CUSTOMER SERVICE

**EXCEED CUSTOMER
EXPECTATIONS TO BUILD
LOYALTY & BOOST PROFITS**

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EDITION

FORD,
McNAIR,
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LISA FORD, DAVID McNAIR, AND WILLIAM PERRY

Exceptional Customer Service Exceed Customer Expectations To Build Loyalty Boost Profits

Emilie Sanchez



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Exceptional Customer Service Lisa Ford, David McNair, William Perry, 2009-08-18 When the going's tough, companies that survive will be those that build the greatest loyalty by exceeding expectations. Yet too often, companies ignore their customers' needs and wants. Today, industries like airlines, retail businesses, and restaurants are feeling consumer pushback. With new, updated examples from more than fifty companies, from Chick-fil-A restaurants to the Ritz-Carlton hotel chain to online retailer Zappos.com, this book shows managers how to go from so-so service to amazing service. In today's market, customer service is a key competitive advantage. This book shows you how to expand your customer base when the industry is shrinking, use new media to reach consumers, and make a lasting great impression on customers. When businesses are fighting to survive, creating a great experience for customers isn't just important; it's essential.

Strategic Brand Management for Small Businesses Walter Wymer, 2025-05-30 With small businesses, the business is the brand. In contrast to corporations that have a portfolio of branded products, therefore, effective brand management is dependent upon the business growing its brand into a strong brand. This comprehensive textbook helps students to navigate the dynamic world of branding for small and medium-sized enterprises. It provides a strong conceptual and analytical foundation to brand management that can be applied to small business. It also addresses the unique challenges and opportunities that small businesses face in establishing, nurturing, and leveraging their brands for long-term success. Each chapter features learning objectives, vignettes, key terms, chapter discussion questions, and mini cases. To assist in teaching from this text, PowerPoint slides, test banks, sample syllabi, and sample student projects are available to professors and lecturers online. Written in a direct, accessible style for easy learning and understanding complex concepts and ideas, this book is ideal for advanced undergraduate and graduate course work as well as small to medium-sized business professionals.

Profit Margins Made Simple: Keeping more of what you earn Silas Mary, 2025-01-17 Profit Margins Made Simple offers a no-nonsense approach to understanding and maximizing profit margins in your business. This book breaks down the key elements that impact profitability, such as cost control, pricing strategies, and financial management. It provides clear, actionable steps to improve margins without complicating your operations or increasing costs. The book also explores how to identify and eliminate inefficiencies in your business and optimize resources to keep more of what you earn. Profit Margins Made Simple is an essential read for entrepreneurs, small business owners, and financial managers looking to improve their bottom line and build a sustainable, profitable business.

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