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Case Studies in Customer Service Gerard Assey, 2024-08-19 Case Studies in Customer Service offers a deep dive into real world scenarios across diverse industries providing invaluable insights for service professionals managers and trainers This practical guide is designed to enhance your customer service skills through detailed case studies in B2B B2C and Retail Sectors Each case presents a challenging customer service issue stimulating discussion questions and thought provoking exercises to develop actionable strategies Discover how to tackle complex problems improve customer satisfaction and foster a customer centric culture within your organization Whether you are looking to train your team enhance your own skills or gain a competitive edge this book is an essential resource for achieving excellence in customer service Uncover the secrets to delivering exceptional service that drives loyalty and business success Case Studies in Customer Service is your roadmap to mastering the art of outstanding customer care *Customer-focused*

Transit John F. Potts, Transit Cooperative Research Program, 2002 This synthesis will be of interest to senior managers interested in using customer focused strategies at their transit agencies Both established and newer agencies might use the synthesis to guide the establishment of effective customer focused transit The purpose of this report is to document the experiences of selected public transportation agencies in developing and implementing customer service programs The synthesis examines the effectiveness of certain customer focused activities in the categories of general interaction between the customer and the agency obtaining and using customer input involving employees in customer focused public transportation and achieving customer satisfaction It details specific programs in the case studies of two public transportation agencies

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Michael J. Kavanagh, Mohan Thite, Richard D. Johnson, 2011-07-14 We used the first edition and it is the most thorough review of HR Technology on the market

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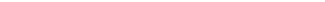
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