

CUSTOMER WINBACK

How to Recapture
Lost Customers—
And Keep Them Loyal

JILL GRIFFIN
MICHAEL W. LOWENSTEIN

FOREWORD BY
DON PEPPERS AND MARTHA ROGERS, PH.D.

Customer Winback How To Recapture Lost Customers And Keep Them Loyal

Jill Griffin



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Customer Winback Jill Griffin, Michael W. Lowenstein, 2002-02-28 Most firms consider the lost customer a lost cause But in this ground breaking book Jill Griffin and Michael Lowenstein provide you with step by step solutions for winning back lost customers saving customers on the brink of defection and making your firm defection proof Whether your business is small or large product or service based retail or wholesale this book offers proven strategies for recognizing which lost customers have the highest win back value and implementing a sure fire plan to recover them It includes the techniques of hundreds of innovative companies who are already working to recapture lost customers and keep them loyal In today s hyper competitive marketplace no customer retention program can be entirely foolproof but with this guide gives you today s best methods for winning back those customers you simply can t afford to let go *Taming the Search-and-Switch Customer* Jill

Griffin, 2009-03-25 Praise for *Taming the Search and Switch Customer* What an excellent wake up call Your company s most valuable asset your loyal customers have more tools than ever to compare you to competitors and switch Griffin does an excellent job identifying the risks to customer loyalty in an environment of immediate and abundant information and defines a path to earn loyalty through delivery of enhanced value in the eyes of your customers A truly important premise to building and maintaining a successful business Gerald Evans president Hanes Brands Supply Chain and Asia Business Development In this dynamic treatise on customer retention Jill Griffin *The Loyalty Maker* provides updated solutions to meet today s challenge of changing consumer shopping habits A must read for all retailers and wholesalers Britt Jenkins chairman of the board Tandy Brand Accessories Inc Mandatory reading for anyone who manages customer loyalty A truly thought provoking read Timothy Keiningham global chief strategy officer executive vice president IPSOS Loyalty Every company is in the service business now whether they realize it or not Jill s book is a great start on how to make your service experiences better than they are today Robert Stephen founder The Geek Squad In today s Googlized marketplace *Taming the Search and Switch Customer* is a must read Ken DeAngelis general partner Austin Ventures Griffin is pure loyalty genius Kelly Cook vice president Customer Engagement CRM Waste Management **Skills Training in Communication and Related Topics**

Ellen Belzer, John Saunders, 2018-04-19 Quality communication contributes to smoother running practices better care and services greater efficiencies fewer unhealthy conflicts more satisfied staff and patients and an improved ability to meet the challenges of an evolving and increasingly complex health care environment With packed curricula in most health care training institutions and hectic schedules in practices and administrative offices time for teaching vital communication and interpersonal skills is often at a premium This book equips trainees with the skills needed to communicate effectively with patients colleagues and the community employing a learning by doing approach for effective and engaging learning It is designed for practice leaders hospital leaders and public health professionals helping health care professionals upgrade their skills and especially for faculty members who teach students and residents Featuring more than 100 exercises ideal for use in

a variety of training situations this book takes into consideration the often limited training time available for non clinical topics Exercises range in length from minutes to over an hour whilst a selection grid allows trainers and educators to select the right exercises to cover topics in the available time

CUSTOMER RELATIONSHIP MANAGEMENT KAUSHIK MUKERJEE,2007-07-25 This textbook on CRM a new approach to marketing is comprehensive and managerially very useful Its case studies with a mixture of Indian and non Indian cases are extremely interesting and will be fun for students to learn and for instructors to teach JAGDISH N SHETH Professor of Marketing Emory University This straightforward and easy to read text provides students of management and business studies with a thorough understanding of fundamental abilities and strategies that lead to the successful implementation of practice of CRM Customer Relationship Management regarded as the wonder solution to all the problems encountered by marketers To cope with the increasing intensity of competition necessitating a drive towards enhancement of customer satisfaction the book emphasizes the need for integration and coordination along the value chain to effectively and efficiently manage customers The book focuses on best practices in CRM and illustrates along the way through several interesting case studies how CRM has been used in various industries to build relationships with customers The book also provides a solid grounding in tools techniques and technologies used in CRM and explains in detail the power of eCRM to help companies make their vision of CRM a reality The text is intended for students of MBA PGDM Postgraduate Diploma in Management and PGPBA Postgraduate Programme in Business Administration Besides this book is a useful reference for managerial and marketing professionals

KEY FEATURES Provides insight into contemporary developments in CRM Cites Indian as well as global examples Offers case studies on Indian and global companies to highlight the use of CRM

Advances in Advertising Research (Vol. III) Tobias Langner,Shintaro Okazaki,Martin Eisend,2012-08-23 Advances in Advertising Research are published by the European Advertising Academy EAA This volume is a compilation of research presented at the 10th International Conference on Research in Advertising ICORIA which was held in Berlin Germany in June 2011 In the face of an ever increasing number of products and services as well as an increasingly cluttered media environment advertising research is confronted with multiple challenges Against this background Advances in Advertising Research Vol 3 is gaining significance in advancing promoting disseminating and stimulating high quality advertising research This book provides state of the art research in international advertising with twenty nine articles by renowned advertising and communication scholars from the worldwide ICORIA network

Perspectives on Promotion and Database Marketing Robert C. Blattberg,Greg Martin Allenby,2010 Pt 1 Early Bob contributions to econometrics and marketing pt 2 Statistical Bob contributions to statistical analysis in marketing pt 3 Promotion Bob contributions to sales promotions pt 4 Big Bob Contributions that were industry changing

Why CRM Doesn't Work Frederick Newell,2010-05-21 CRM was supposed to help businesses better understand their customers and increase efficiency Yet most companies are not getting the return they expected Is it possible to make customers happy and

at the same time improve ROI Is there a practical affordable way to get customers to say what they really want In *Why CRM Doesn't Work* leading international marketing consultant Frederick Newell explains why it's time to change the game to CMR Customer Management of Relationships CMR allows companies to empower customers so they'll reveal what kind of information they want what level of service they want to receive and how to communicate with them where when and how often It is a bold solution for businesspeople at all levels in all industries who want to stay ahead of the curve in the development of customer loyalty Newell shows by lesson and example why the current CRM isn't working what needs to change and how to put the CMR philosophy to work without additional expense The book includes case studies of good and bad relationship marketing from companies as diverse as Kraft Foods Procter Gamble Budweiser Charles Schwab Dell IBM Lands End Sports Authority Radio Shack and Staples With the knowledge in this book a company can learn to build long term relationships and bring in profits instead of relying on one time sales *Why CRM Doesn't Work* is important reading for companies of every size that are trying to satisfy and sell to today's consumer *Global Leadership* Marshall

Goldsmith, Cathy Greenberg, Alastair Robertson, Maya Hu-Chan, 2003-04-28 The follow up to Marshall Goldsmith's 500,000 copy bestseller *The Leader of the Future* *Global Leadership: The Next Generation* systematically identifies what tomorrow's leaders will need to know do and believe in order to successfully lead the global enterprise of the future Drawing on the results of an extraordinary 2 year Accenture study of emerging business leaders this book shows why the skills of today's global leaders won't be enough and why tomorrow's leaders won't resemble today's Goldsmith and his co authors first identify five new factors of leadership and their implications global thinking appreciation of diversity technological savvy a willingness to partner and an openness to sharing leadership They explain what it will mean to lead in an era where intellectual capital is the dominant source of value how to lead people whose backgrounds and values may be radically dissimilar from yours and why achieving personal self mastery is now a fundamental prerequisite for leading others From the evolution of federated semi autonomous organizational structures to the personal leadership challenges now arising from globalism this book offers unprecedented insights into the new challenges of leadership and what it will take to meet them

Eurasian Business and Economics Perspectives Mehmet Hüseyin Bilgin, Hakan Danis, Ender Demir, Elcin Aykac Alp, Serkan Çankaya, 2024-07-02 EBES conferences have been an intellectual hub for academic discussion in economics finance and business fields and provide network opportunities for participants to make long lasting academic cooperation This is the 27th volume of the Eurasian Studies in Business and Economics EBES's official proceeding series which includes selected papers from the 40th EBES Conference which took place in Istanbul on July 6-8 2022 The conference was organized with the support of the Istanbul Economic Research Association in hybrid mode with both online and in person discussions at the Istanbul Ticaret University in Istanbul Türkiye Both theoretical and empirical papers in this volume cover diverse areas of business economics and finance from many different regions **Emotional Satisfaction of Customer Contacts** Hüseyin

Güngör,2007-01-01 For marketing and customer services researchers and professionals who are interested in customer contacts customer satisfaction and loyalty issues Contact centers are playing a pivotal role in customer services of the 21st century Nevertheless despite their growing importance and presence contact centers are increasingly becoming the center for customer frustration and frequently associated with negative comments in the media Therefore this research explores the Emotional Cognitive General and Transactional dimensions of customer satisfaction and loyalty process in the customer contact environment As customer contacts can be a source of negative emotions and it is desirable to increase positive emotions in the contact center environment this research focuses on the emotional aspects of customer satisfaction and on the Emotional Satisfaction of Customer Contacts ESCC in particular Taking the ESCC as a starting point this research demonstrates that frontline employees are able to observe and register customer satisfaction during service encounters and suggests that the ESCC information can be employed for recovering service failures increasing sales productivity and organizational learning for more customer satisfaction and loyalty

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