

# 10 Ways To Deliver Great Customer Service

- ✓ Master Product Knowledge
- ✓ Opt for Self-Help Options
- ✓ Prioritize a Positive and Personalized Experience
- ✓ Pay Attention to Customer-Centric Support
- ✓ Be Swift but Thorough in Responses
- ✓ Inculcate the Habit of Active Listening
- ✓ Keep Commitments
- ✓ Have a Positive Attitude
- ✓ Anticipate and Address Proactive Needs
- ✓ Creative Problem Solving Techniques

# Great Customer Service Comments

**Peipei Pang**



## Great Customer Service Comments:

**California. Court of Appeal (2nd Appellate District). Records and Briefs** California (State)., Number of Exhibits 10

**Twitter Power** Joel Comm,2009-03-17 Get the business leader s guide to using Twitter to gain competitive advantage Since 2006 forward thinking companies like Apple JetBlue Whole Foods and GM have discovered the instant benefits of leveraging the social media phenomenon known as Twitter to reach consumers directly build their brand and increase sales Twitter is at the leading edge of the social media movement allowing members to connect with one another in real time via short text messages called tweets that can be received either via the Twitter site or by e mail instant messenger or cell phone Many companies have started building entire teams within their organization dedicated solely to responding to tweets from consumers about their brand And this is just the beginning In *Twitter Power* Internet marketing and Web innovation expert Joel Comm shows businesses and marketers how to integrate Twitter into their existing marketing strategies to build a loyal following among Twitter members expand awareness for their product or service and even handle negative publicity due to angry or disappointed consumers The book also presents case studies of companies on the forefront of the Twitter movement to help you develop your own social networking strategies *Twitter Power* is the result of extensive testing and participation in the social networking community and is a must have for any business that wants to keep up with the social media movement *Twitter Power* features a foreword by Tony Robbins

*The Apple Experience: Secrets to Building Insanely Great Customer Loyalty* Carmine Gallo,2012-03-29 Examines Apple s unique customer service strategy showing how these same practices can be used for success in other retail arenas

*The \$350 Billion Question* United States. Congress. Senate. Committee on Finance,2005

*What I Learned From Sam Walton* Michael Bergdahl,2004-08-02 Praise for WHAT I LEARNED FROM SAM WALTON Michael Bergdahl s book presents unique insights into the staggering international success of Wal Mart Throughout the pages of this book you can almost hear Sam Walton himself coaching and inspiring his legion of employees to greatness Tracy Mullin President and CEO National Retail Federation Retailers non retailers manufacturers and suppliers will enjoy Bergdahl s insights into Wal Mart s service culture and its leadership icon Sam Walton Roger J Dow Senior Vice President Global and Field SalesMarriott International Inc Bergdahl outlines his competitive strategy with the acronym P O C K E T S P Price Don t try to compete on price differentiate your product selection O Operations Break the retail ready shoot aim tactical orientation bydeveloping an actual strategy to compete C Culture Build a can do culture with a strong sense of urgency Communicate your values and beliefs over and over again to your employees K Key Item Promotion Product Determine who you are and uniformly communicate your brand message to your entire team E Expenses Become obsessed about controlling costs T Talent Recruit constantly and hire people who have both experience and high potential S Service Never take your customer for granted Empower your employees to make decisions involving customer concerns

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