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## What Great Service Leaders Know And Do Creating Breakthroughs In Service Firms

**the 5 values of great - intermedia, inc** - the 5 values of great customer service - facilitation guide 2 foreword i was visiting the local office of a large, national stock brokerage. it was a busy trading day and the woman behind the counter was a bit flustered. **powerful phrases for effective customer service** - powerful phrases customer service means finding the best solution for each customer, quickly, correctly, and with a helpful attitude. the above goal might be easy to accomplish when you're handling those easy-to-satisfy, pleasant customers, but let's face ... it's great to see you again." ... **the great service divide - home - rocunited** - building on the findings of the great service divide: occupational segregation and inequality in the new york city restaurant industry, this study provides a deeper analysis of apparent and not-so-apparent inequalities in fine-dining restaurants based on testing in three principal majority minority cities where the majority of the population **golden rules of customer service - kansas state university** - golden rules to great customer service 1. a customer in need is a customer indeed. 2. hire people with good customer skills 3. train your employees on store policies. 4. cross train your employees. 5. train your employees how to build rapport. 6. know your customers names and use them. 7. train your employees how to ask open ended questions. 8 ... **servicer contact information - about great lakes** - great lakes attn: dlcs adjustment processing 2401 international lane madison, wi 53704-8956 **50 activities for achieving excellent customer service** - 50 activities for achieving excellent customer service viii a memorable experience the relationships you build with your customers must become memorable experiences in the customer's mind and perception. you want to develop a customer hunger for your style of service and caring that brings them back again and again. **excellent customer service: a dozen best practices** - 1 excellent customer service: a dozen best practices "the only right way to run a company - and the most profitable way - is to saturate your company with the voice of the customer." richard c. whiteley, the forum corporation, 1991 **customer service standards - greetings** - 3 offering service - appropriate ways to offer service in a healthcare setting 4 requests - how to handle requests professionally 5 unreasonable requests - how to compromise with positive outcomes for all

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