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Sriram Dasu, Richard B. Chase



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The Customer Service Solution: Managing Emotions, Trust, and Control to Win Your Customer's Business Sriram

Dasu, Richard B. Chase, 2013-07-17 Understand Consumer Psychology to Drive Profits and Growth Want to know exactly what is driving your customer's behavior NOW YOU CAN The Customer Service Solution explains how consumers perceive services and shows you how to enhance the customer experience every time In this economic climate the customer service experience is more critical than ever Most leading service firms advocate the TLC mantra Think Like a Customer That's a good practice but first you have to understand what your customer is thinking and feeling Today's business leaders cannot afford to neglect the psychological principles that govern customer satisfaction and long term loyalty What are the factors that really determine customer satisfaction Two of the nation's leading authorities on service psychology Sriram Dasu and Richard Chase have written this groundbreaking guide that identifies and demystifies the psychological triggers behind customer behavior You'll go where customer satisfaction surveys mystery shoppers and focus groups can't and learn exactly why customers respond and behave the way they do With findings drawn from behavioral science research this book provides all the tools you need to evaluate your current service platforms and design future strategies to enhance customer perceptions positively and drive your sales The Customer Service Solution illustrates why even companies with high levels of satisfaction are missing tremendous opportunities by neglecting the emotional elements that govern consumer interactions This book will show you how to Shape and manage customer perceptions Understand implicit versus explicit outcomes Develop the roles of control and choice among buyers Design emotionally intelligent processes Build trust among customers Whatever your business may be healthcare hospitality financial services e-commerce and more this book is an essential tool to help you increase profits by leveraging your company's customer experience

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Social Service Quarterly ,1924 Beginning with 1931 the Sept issue consists of the Proceedings of the conference *The Canner* ,1929 CU Consumer Reports ,1939 **Telephony** ,1929 **Nursing Care Plans** Marilyn E. Doenges, Mary Frances Moorhouse, 2000 Doenges a clinical specialist Moorhouse a nurse consultant and Geissler a contract practitioner nurse consultant all working out of Colorado Springs Colorado designed this text for both the practicing nurse and nursing student as a reference tool to use in acute care community and homecare settings Following introductory chapters on current issues in healthcare and care plan construction the book is organized by body systems presenting plans of care including information to assist the nurse in providing holistic care The enclosed CD ROM includes sample care plans for 172 disorders which can be customized to fit specific patient needs Annotation copyrighted by Book News Inc Portland OR

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