

Measuring Customer Service Effectiveness

Sarah Cook



A Gower Book

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Monitoring, Measuring, and Managing Customer Service Gary S. Goodman,2000-04-28 Excellent customer service does not come about by accident It is a learnable set of behaviors that can be monitored measured and managed Drawing from his highly successful seminars and training programs Gary S Goodman presents a surefire system for building a first class customer service department Goodman identifies the behaviors that constitute top level service examines the results that kind of service produces and shows how to measure it in terms of daily customer satisfaction He provides managers with specific guidelines for developing sustaining and rewarding high levels of service from their customer service reps with

emphasis on telephone contact the primary link to customers for most companies
Satisfaction and Service Quality ,1999

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