

# Measuring Customer Service Effectiveness

Sarah Cook



# Measuring Customer Service Effectiveness By Sarah Cook Published October 2004

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*Compendium of Customer Service Questionnaires and Inventories* Sarah Cook, 2002 When it comes to customer service actions speak louder than words You may acknowledge the importance of customer service but to what extent do the attitude behaviour and skills of your people mirror or contradict this Sarah Cook's Compendium of Customer Service Questionnaires and Inventories enables you to assess different aspects of your service culture The variety of questionnaires inventories and other

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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      **Customer Care Excellence** ,2017

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