# Service Manager 7 Billing Call Contact Management For Service Pros

J Rink

The Best Service is No Service Bill Price, David Jaffe, 2011-09-14 In this groundbreaking book, Bill Price and David Jaffe offer a new, game-changing approach, showing how managers are taking the wrong path and are using the wrong metrics to measure customer service. Customer service, they assert, is only needed when a company does something wrong—eliminating the need for service is the best way to satisfy customers. To be successful, companies need to treat service as a data point of dysfunction and figure what they need to do to eliminate the demand. The Best Service Is No Service outlines these seven principles to deliver the best service that ultimately leads to no service: Eliminate dumb contacts Create engaging self-service Be proactive Make it easy to contact your company Own the actions across the company Listen and act Deliver great service experiences

Invisible Profits Robert Moment, 2007-09 Who will benefit from this customer service book Invisible Profits: The Power of Exceptional Customer Service. Everyone who has any interaction with potential customers and clients and existing customers and clients will benefit from this valuable customer service book. In this complete guide to exceptional customer service you will learn: (a) How to know exactly what your customer expects - and how to give it to them every time. (b) How exceptional customer service generates exceptional profits- and how to train this concept to your customer service team (c) How to create a positive work environment that benefits customers and employees and generates profits (d) How to manage stressful situations more effectively- you'll even learn how to deal with difficult coworkers! (e) How to recognize customers' signs and behaviors so that you can meet their needs before they even know what they are. (f) Key tactics that will instantly calm emotional customers so you can solve their problems productively. Customers leave happy and become lifelong, loyal purchasers. Here are just some employment positions within corporations and small businesses that will benefit from this book: customer service representatives, billing specialists, call centers, service professionals, service professional firms, retail stores, field service representatives, account managers, sales professionals, small business owners, technical and support personnel and managers who want customer service training in order to reinforce their skills and train their staff.

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