

# Loyaltygroup

EMMA. HADFIELD

*Among the Natives of the Loyalty Group* Emma Hadfield,1920

*The Effortless Experience* Matthew Dixon,Nick Toman,Rick DeLisi,2013-09-12  
Everyone knows that the best way to create customer loyalty is with service so good, so over the top, that it surprises and delights. But what if everyone is wrong? In their acclaimed bestseller *The Challenger Sale*, Matthew Dixon and his colleagues at CEB busted many longstanding myths about sales. Now they've turned their research and analysis to a new vital business subject—customer loyalty—with a new book that turns the conventional wisdom on its head. The idea that companies must delight customers by exceeding service expectations is so entrenched that managers rarely even question it. They devote untold time, energy, and resources to trying to dazzle people and inspire their undying loyalty. Yet CEB's careful research over five years and tens of thousands of respondents proves that the “dazzle factor” is wildly overrated—it simply doesn't predict repeat sales, share of wallet, or positive word-of-mouth. The reality: Loyalty is driven by how well a company delivers on its basic promises and solves day-to-day problems, not on how spectacular its service experience might be. Most customers don't want to be “wowed”; they want an effortless experience. And they are far more likely to punish you for bad service than to reward you for good service. If you put on your customer hat rather than your manager or marketer hat, this makes a lot of sense. What do you really want from your cable company, a free month of HBO when it screws up or a fast, painless restoration of your connection? What about your bank—do you want free cookies and a cheerful smile, even a personal relationship with your teller? Or just a quick in-and-out transaction and an easy way to get a refund when it accidentally overcharges on fees? *The Effortless Experience* takes readers on a fascinating journey deep inside the customer experience to reveal what really makes customers loyal—and disloyal. The authors lay out the four key pillars of a low-effort customer experience, along the way delivering robust data, shocking insights and profiles of companies that are already using the principles revealed by CEB's research, with great results. And they include many tools and templates you can start applying right away to improve service, reduce costs, decrease customer churn, and ultimately generate the elusive loyalty that the “dazzle factor” fails to deliver. The rewards are there for the taking, and the pathway to achieving them is now clearly marked.

Taming the Search-and-Switch Customer Jill Griffin,2009-03-25 Praise for *Taming the Search-and-Switch Customer* What an excellent wake-up call! Your company's most valuable asset your loyal customers have more tools than ever to compare you to competitors and switch. Griffin does an excellent job identifying the risks to customer loyalty in an environment of immediate and abundant information, and defines a path to earn loyalty through delivery of enhanced value in the eyes of your customers. A truly important premise to building and maintaining a successful business.? Gerald Evans, president, Hanes Brands Supply Chain and Asia Business Development In this dynamic treatise on customer retention, Jill Griffin, *The Loyalty Maker*, provides updated solutions to meet today's challenge of changing consumer shopping habits. A must-read for all retailers and wholesalers. Britt Jenkins, chairman of the board, Tandy Brand Accessories, Inc. Mandatory reading for anyone who manages customer loyalty. A truly thought-provoking read! Timothy Keiningham, global chief strategy officer, executive vice president, IPSOS

**Loyalty** Every company is in the service business now, whether they realize it or not. Jill's book is a great start on how to make your service experiences better than they are today. Robert Stephen, founder, The Geek Squad In today's Googlized marketplace, *Taming the Search-and-Switch Customer* is a must-read. Ken DeAngelis, general partner, Austin Ventures Griffin is pure loyalty genius! Kelly Cook, vice president, Customer Engagement/CRM, Waste Management

**The End of Loyalty** Rick Wartzman, 2018-10-09 Having a good, stable job used to be the bedrock of the American Dream. Not anymore. In this richly detailed and eye-opening book, Rick Wartzman chronicles the erosion of the relationship between American companies and their workers. Through the stories of four major employers--General Motors, General Electric, Kodak, and Coca-Cola--he shows how big businesses once took responsibility for providing their workers and retirees with an array of social benefits. At the height of the post-World War II economy, these companies also believed that worker pay needed to be kept high in order to preserve morale and keep the economy humming. Productivity boomed. But the corporate social contract didn't last. By tracing the ups and downs of these four corporate icons over seventy years, Wartzman illustrates just how much has been lost: job security and steadily rising pay, guaranteed pensions, robust health benefits, and much more. Charting the Golden Age of the '50s and '60s; the turbulent years of the '70s and '80s; and the growth of downsizing, outsourcing, and instability in the modern era, Wartzman's narrative is a biography of the American Dream gone sideways. Deeply researched and compelling, *The End of Loyalty* will make you rethink how Americans can begin to resurrect the middle class. Finalist for the Los Angeles Times book prize in current interestA best business book of the year in economics, Strategy+Business

**The Loyalty Advantage** Dianne M. Durkin, 2005 Case studies from some of America's most-admired and best-managed companies - including Amgen, Best Buy, Green Mountain Coffee, KitchenAid, Kronos, Southwest Airlines, Tiffany, Timberland, and Whole Foods - illustrate the power of the Loyalty Advantage in action.--BOOK JACKET.

*Group Loyalty and Group Identification* Michael Dana Silver, 1997 In a preliminary survey study, participants were asked what loyalty to one of their important loyalty groups meant to them. Based in part on the results of this study, a self-report measure of group loyalty was constructed. In a second survey study using the new loyalty scale, participants provided identification and loyalty ratings for up to seven in-groups. One of the purposes of this survey was to provide a modest assessment of the new scale's reliability and validity. Aversion of the scale demonstrated good internal consistency as well as reasonable convergent, discriminant, and factor validity.

**Loyalty Rules!** Frederick F. Reichheld, 2001 Reichheld draws upon case studies of a variety of businesses including Harley-Davidson, Dell Computer, and Enterprise Rent-A-Car to show how employee and customer loyalty promote financial success. His approach to developing loyalty is based upon six principles of leadership including never profiting at the expense of partners, rewarding the right results, and honest communication. Reichheld is a Bain Fellow and author of *The Loyalty Effect*. c. Book News Inc.

*Among the Natives of the Loyalty Group* Emma Hadfield, 2018-02-03 This work has been selected by scholars as being culturally important, and is part of

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**Among the Natives of the Loyalty Group [microform]** Emma Hadfield, 2021-09-10 This work has been selected by scholars as being culturally important and is part of the knowledge base of civilization as we know it. This work is in the public domain in the United States of America, and possibly other nations. Within the United States, you may freely copy and distribute this work, as no entity (individual or corporate) has a copyright on the body of the work. Scholars believe, and we concur, that this work is important enough to be preserved, reproduced, and made generally available to the public. To ensure a quality reading experience, this work has been proofread and republished using a format that seamlessly blends the original graphical elements with text in an easy-to-read typeface. We appreciate your support of the preservation process, and thank you for being an important part of keeping this knowledge alive and relevant.

**Keep Your Customers** Ali Cudby, 2020-01-07 This fresh take on retention and revenue is “a useful guide to long-term customer loyalty that’s engaging, insightful and actionable . . . a fast, easy read” (Jonathan Tower, Managing Partner, Catapult VC). It costs 5 to 25 times more for companies to acquire a new customer versus retaining an existing one. That means a company’s process to keep its customers is tied directly to its revenue and profitability. In *Keep Your Customers*, Ali Cudby provides insights from business leaders, beginning with legendary executive Kay Koplovitz. The book goes on to offer real-world consumer behavior stories, business best practices, and CEO-led case studies in industries ranging from technology (ClusterTruck, PERQ), consumer packaged goods (Soapbox), and retail (Esprit de la Femme, Urban Stems). Interviews with renowned venture capitalists Mark Suster and Kara Nortman of Upfront Ventures, Square Capital executive Jackie Reses, and indie musician Craig Wedren, former Shudder to Think frontman and Yellowjackets composer, are also featured. *Keep Your Customers* is based on a proven process that has helped companies around the world improve the lifetime value of their clients. *Keep Your Customers* shares a fresh perspective on the old problem of customer relations. It jumps straight into practical strategies and actionable tactics to bring loyalty marketing to life for large and small businesses alike. Ali Cudby shares how to set up customer engagement for loyalty with a company culture to support it; grow without being stuck in the endless grind of new customer acquisition; and build the most powerful asset for any enterprise—a loyal, long-term, and lucrative customer base.

**Among the Natives of the Loyalty Group (Classic Reprint)** Emma

Hadfield,2015-07-19 Excerpt from Among the Natives of the Loyalty Group A short sail of some eight or ten hours from our home here at Lifu lands us on the sister island of Uvea, where we usually spend a month every year. Our visit to this beautiful lagoon island is generally made during the months of May and June, which in these southern tropics are regarded as winter months. Our thatched bungalow, of lath and plaster, at Uvea does not boast a fireplace of any kind, and often when I have been left alone in the evenings, and have felt the chilliness of night creeping on, my thoughts have turned to the warm grass hut of our native caretaker, which stood in the compound, some two hundred yards away. The middle-aged couple, who had charge of the place during our absence, were clean, intelligent people, and I knew well that, if I went to them, I should receive a warm welcome, and an invitation to a seat on their mat by the fireside. My first visit was so agreeable that I was tempted to repeat it many times. About the Publisher Forgotten Books publishes hundreds of thousands of rare and classic books. Find more at [www.forgottenbooks.com](http://www.forgottenbooks.com) This book is a reproduction of an important historical work. Forgotten Books uses state-of-the-art technology to digitally reconstruct the work, preserving the original format whilst repairing imperfections present in the aged copy. In rare cases, an imperfection in the original, such as a blemish or missing page, may be replicated in our edition. We do, however, repair the vast majority of imperfections successfully; any imperfections that remain are intentionally left to preserve the state of such historical works.

**AMONG THE NATIVES OF THE LOYALTY GROUP EMMA. HADFIELD,2018**

The Loyalty Link Dennis G. McCarthy,1997-04-25 The loyalty link is a must read for any marketer who wants to understand the power of customer enthusiasm. --Don Hudler, President Saturn Corporation In an age of consumerism, downsizing, and frequent layoffs, it may seem that loyalty in the marketplace has fallen victim to the fast buck and the quick fix. In The Loyalty Link, however, Dennis McCarthy reveals that loyalty--between a business and its customers, between employer and employee--is a major competitive advantage. Businesses that develop loyalty links to their employees will consistently retain loyal customers and gain a competitive edge. McCarthy gives business owners, managers, and executives the ideas and tools to forge the crucial link between loyalty and profitability. The Loyalty Link helps you strengthen the bonds of loyalty with your employees and customers alike. You'll discover that the interactions between employees and customers that foster loyalty are neither random events nor the product of well-rehearsed and closely supervised employee behavior. They result from an overall approach that encourages and rewards discretionary effort, and supports employee efforts with thorough training, adequate compensation, and a sense of appreciation. In this eye-opening book you'll discover: \* Why satisfied customers are ripe for the picking by your competitors \* What it takes to exceed your customers' expectations and establish a loyalty link \* How to create a working environment in which employees go out of their way to exceed customer expectations \* Training methods that inspire loyalty rather than resentment \* Techniques for getting customers involved in your business Whether you're a small business owner, a department manager, or an executive in a large corporation, The Loyalty Link shows you how to make your business more customer-friendly, more hospitable to your employees, and more profitable for yourself and your investors.

**Creating Customer Loyalty** Chris Daffy, 2019-04-03 Consumer-facing and business-to-business organizations know that if they get their approach to customers right, they will be rewarded with unprecedented customer loyalty. This will lead to increased market share, improved sales, an enhanced reputation and higher profitability. Despite this, many of today's companies fail to recognize that the notable improvements in their service delivery are not keeping up with increased customer expectations. Creating Customer Loyalty outlines simple, easy to understand strategies for creating a sustainable customer loyalty management programme that will win loyal customers. Demonstrating how to focus solely on the things that enable and enhance success, this book shows how to make loyalty a habit and structure a business that attracts and retains the best customers. Using examples from both UK and international companies such as Lexus, Aldi, Dyson, The Ritz-Carlton and Virgin Atlantic, Creating Customer Loyalty explains why customer experience management alone does not build lasting loyalty, and why customer expectation and customer memory management are essential. It outlines how to make every occasion epic by removing those 'ouch' moments, replacing them with 'wow' experiences, and developing dazzling recovery techniques to create unforgettable stories and positive memories.

**The Customer Loyalty Solution** Arthur Middleton Hughes, 2003-03-13 How Today's Marketing Leaders Have Bypassed the Experts to Craft Effective, Inexpensive Customer Loyalty Programs Database marketing is today's most powerful tool for designing cost-effective, resource-efficient marketing and operations programs. The Customer Loyalty Solution cuts through theory and guesswork to examine how leading marketers from Land's End to IBM are using today's new breed of database marketing tools to compute lifetime value, cut costs in every area, and make databases easier to access and utilize from anywhere on the globe. Praise for The Customer Loyalty Solution: The Customer Loyalty Solution combines the best of traditional practice with contemporary market factors in terms that inspire and cut across industries. Straightforward enough for the upcoming 1-1 marketer as well as a great catch-up for the seasoned practitioner.--Joe Rapolla, VP, Consumer Marketing Services, Universal Music Group/CLO Delivers practical solutions instead of hyperbole and theory. Hughes makes this book fun to read, and he gets his point across--clearly.--Robert McKim, CEO, msdbm Well written and easy to understand. Hughes imparts his wisdom to set realistic expectations and provides case studies adding real-world application.--J.C. Johnson, VP, Database Marketing, Fairfield Resorts Hughes distills the jargon and complexity of database marketing into a refreshingly straightforward and practical guide. The Customer Loyalty Solution should be required reading for anyone serious about making database marketing work.--Jonathan Huth, VP, Relationship Database Marketing, Scotiabank New technologies like the Web have brought unprecedented change to database marketing. But some things never change. Successful marketers have learned that to understand their customers they must still think like their customers, who continue to ignore one-time discounts to ask, Why would I want to be that company's customer? What's in it for me? The Customer Loyalty Solution goes straight to the source, revealing how marketers today are leveraging their database marketing programs to identify and attract the most profitable new customers, increase current customer retention and repurchase, and identify and reward their most loyal and profitable customers. More than 40 detailed case studies and dozens

of examples reveal success stories including Verizon's best in class datamart that realized a 1681 percent return on marketing investment Isuzu's database project that targeted only their best prospects--and cut industry-standard per-unit sales costs in half Weekly Standard's variable headline strategy that increased direct mail response rates by nearly 25 percent Author and database marketing pioneer Arthur Hughes doesn't hide behind incomprehensible formulas and impossible-to-navigate layouts. Each easy-to-follow chapter clearly addresses and explains a different piece of the database-marketing puzzle. Case studies are clearly marked and detail what went right--or wrong. Chapter-ending synopses summarize the lessons to be learned in each chapter and clearly review what worked and what didn't. These features and others combine with innovative charts and quizzes to ensure hands-on understanding of material covered and make the book a timely, practical guide. The Customer Loyalty Solution reveals how database marketing and customer relationship management initiatives are making a difference, today, for the world's leading marketers. It provides you with step-by-step techniques for benchmarking their efforts to develop intelligent strategies of your own, understanding how and why they work, and monitoring their results to continually adjust and modify for changing market conditions. The result will be far stronger customer loyalty, more consistent repeat sales, and a database-marketing program that is enjoyable and successful--for both you and your most profitable customers.

Driving Loyalty Kirk Kazanjian, 2013-04-23 Must-reading for every manager, entrepreneur, corporate executive, and anyone looking to increase customer satisfaction, boost employee engagement, and significantly enhance the bottom line. In order to build a successful company today, you must create an unbreakable bond of loyalty between your customers and employees. Few have done this better than Enterprise Holdings, owner of the Enterprise, National, and Alamo rental car brands. While Enterprise has long been known for offering excellent customer service, it faced a huge challenge after buying National and Alamo in 2007. Among other things, it had to integrate different cultures, manage a varied workforce, and meet the needs of a much larger and highly divergent customer base. In Driving Loyalty, you'll get an inside look at how Enterprise began operating these three distinct brands in a way that ultimately led to rising profitability and some of the highest customer and employee satisfaction scores in the industry. You'll also discover how other thriving companies—from JetBlue and Starbucks to Costco and even Chobani Yogurt—use similar techniques to outsmart the competition and turn customers and employees into raving fans. Driving Loyalty provides a blueprint that businesses of all types can use to deliver exceptional customer service, create a high-performing work environment, build strong brands, instill loyalty, market effectively online and off, and, in turn, power overall performance. In the pages of Driving Loyalty, you'll learn:

- Specific strategies for offering exceptional service that will help to increase sales and grow your business.
- Principles for developing engaged, high-performing teams
- Why the rules of brand building differ based on your target audience
- How to effectively leverage social media to better connect with your customers and employees
- Why forming strong partnerships can take your company--and your career--to the next level
- And much more

**Hilton Hhonor Worldwide. Loyalty Wars** Paul Petersen, Jan Wichmann, 2018-03-26 Fallstudie aus dem Jahr 2016 im Fachbereich BWL -

Offline-Marketing und Online-Marketing, Note: 2,7, Cologne Business School Köln, Sprache: Deutsch, Abstract: Marketing strategies in terms of loyalty programs are very often launched by corporations that employ a specialized team of project managers and data analysts who lead the complex program. The loyalty programs are typically driven by bigger companies due to the technical costs related to the implementation. In fact it is a very popular market for corporations in order to achieve a competitive advantage whether it is highly competitive by virtue of changing conditions in price and customer loyalty. The following paper exhibits the Hhonors loyalty program in which the Hilton Group tried to achieve a competitive advantage while concentrating on its "double dipping" strategy which other competitors lacked at this time. Therefore the paper starts with a brief explanation of the research question which is related to the strengths Hhonors loyalty program displays. In the following the general marketing strategy of Hilton is declared and evaluated. According to this the main guiding questions are based on the theoretical background and analysed by a service marketing approach. Subsequently the most important issues of the case are stated and summarized. Furthermore, recommendations on the loyalty program have been made.

Predicting Market Success Robert Passikoff, 2006-12-15 Praise for Predicting Market Success Predicting Market Success has come at the right time for major companies. The value of understanding the dimensions of your brand's unique appeal and strength of preference is indispensable for brand strategy today. This book is well worth your time. –Joseph T. Plummer, Chief Research Officer The Advertising Research Foundation In the competitive world of branding, understanding what drives consumer loyalty is the cornerstone of a brand's continued success. Passikoff's market-driven insights on how to obtain, analyze, and utilize loyalty metrics will help you make strategic, brand-enhancing decisions. –Seth M. Siegel, Cochairman, The Beanstalk Group Passikoff is the guy who can explain to me why people buy certain things from certain companies, even though other things by other companies seem just as good. With his great feel for pop culture and almost philosophical outlook, he understands what makes consumers tick-and stick. –Lenore Skenazy, syndicated columnist Loyalty is a key component of the strength of a brand and brand equity, and Passikoff understands loyalty like few others. In this book, he captures the essence of loyalty and branding in a practical way-showing how loyalty drives profitability. –Erich Joachimsthaler, Chairman, Vivaldi Partners If you want a business book that will make you feel justified, complimented, and comfortable, don't read this. If you want a book to challenge your beliefs about brand marketing right down to the core, you can't afford not to. –John Gaffney, Executive Editor, Peppers & Rogers Group

Loyalty Sanford Levinson, Paul Woodruff, Joel Parker, 2013-05-10 Few topics are more ubiquitous in everyday life and, at the same time, more controversial in practice, than that of one's moral obligation to loyalty. Featuring essays by scholars working in a variety of subjects from law to psychology, Loyalty presents diverse perspectives on dilemmas posed by potential conflicts between loyalties to specific institutions or professional roles and more universalistic conceptions of moral duty. The volume begins with a philosophical exploration of theories of loyalty, both Eastern and Western, then moves to examine several problematic situations in which loyalty is often a factor: partisan politics, the armed forces, and



lawyer-client relationships. A fair and balanced analysis from a wide range of disciplinary and normative viewpoints, *Loyalty* infuses new life into an oft-tread avenue of scholarly inquiry. Contributors: Ryan K. Balot, Paul O. Carrese, Yasmin Dawood, Bernard Gert, Kathleen M. Higgins, Sanford Levinson, Daniel Markovits, Lynn Mather, Russell Muirhead, Nancy Sherman, Paul Woodruff

Sanford Levinson is the W. St. John Garwood and W. St. John Garwood, Jr. Centennial Chair in Law and Professor of Government at the University of Texas at Austin and author or co-author of many books, including *Framed: America's 51 Constitutions and the Crisis of Governance* and *Our Undemocratic Constitution: Where the Constitution Goes Wrong (And How We the People Can Correct It)*. Paul Woodruff is former dean of the School of Undergraduate Studies and currently Darrell K. Royal Professor in Ethics and American Society at the University of Texas at Austin. His latest book is *The Ajax Dilemma: Justice, Fairness and Rewards*. Joel Parker is Lecturer in the Department of Political Science and Geography at the University of Texas at San Antonio.

**Employee Loyalty** Stephan Meschke, 2021-03-22 This book aims to provide a deeper understanding of the concept and negative outcomes of employee loyalty, considering employees in organizations and OB theory, and comparing employee experiences across both European and East Asian cultures. Through an international analysis of employee loyalty within the service industry, the author highlights the importance of this highly relevant but often overlooked topic to addressing practical issues such as conflict solution, employee retention, service mentality, and work effort. Building on a clear definition and evaluation of the concept of employee loyalty, this book explores meaningful theoretical and practical implications of employee views of the organization, working group, and supervisor.

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