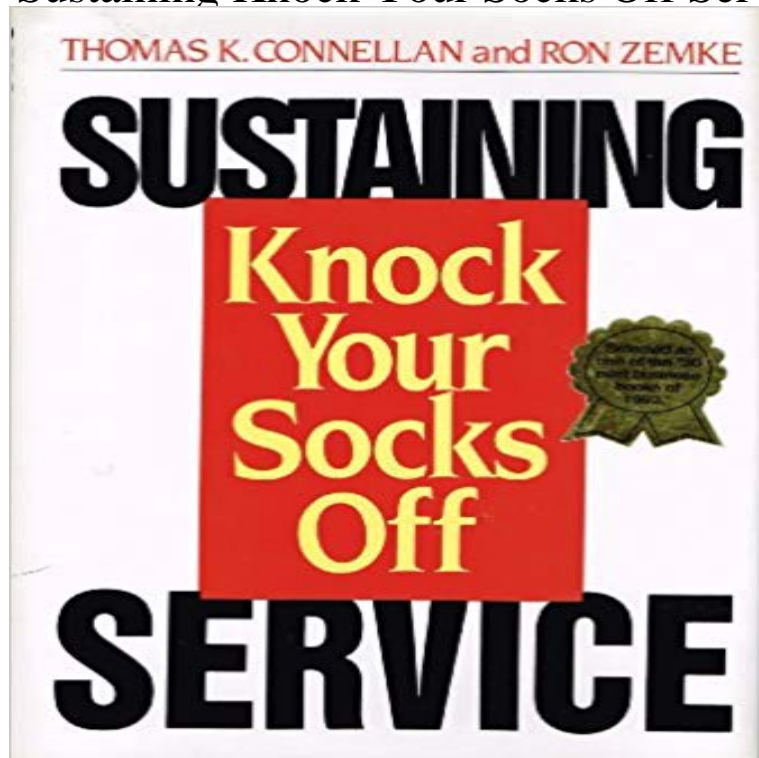


## Sustaining Knock Your Socks Off Service



Customer service programs are easy to initiate - thousands of companies start them every year, only to see their efforts falter after the first three months. So how do you keep service momentum going once basic trainings over and your employees are sitting comfortably back behind their desks? With Sustaining Knock Your Socks Off Service. Ron Zemkes first two books showed managers how to deliver and manage Knock Your Socks Off Service. Now he and Tom Connellan explain how to keep customers coming back for more. And just exactly what is Knock Your Socks Off Service? According to Zemke and Connellan, its making sure you know what your customer wants and expects from you, being flexible in meeting those demands, treating the customer like a partner rather than an adversary or an end-user, and working like heck to make it easy for a customer to do business with you. Sustaining Knock Your Socks Off Service presents a conceptual framework for sustaining customer service initiatives. It provides powerful strategies and proven techniques for integrating quality into your everyday business practice. And it contains examples of the techniques at work so that managers will know what to do right after finishing each chapter. In an engaging and witty manner, experts Zemke and Connellan handle plenty of serious issues in their book. They examine the most frequent causes of service program burnout in detail and supply potent advice for handling them. Youll discover why roller-coaster performance develops, how to cure it, and how to prevent it; why most customer service training programs are doomed to never reach their full potential and what to do about it; how to shorten the learning curve forservice-quality behavior; the role of positive expectations and reinforcement in affecting service quality; and how to make continuous improvement a permanent part of corporate culture. So

youve gotten a service program off the ground. Congratulations! As Zemke and Connellan po

Sustaining Knock Your Socks Off Service presents a conceptual framework for sustaining customer service initiatives. It provides powerful strategies and proven Journal of Management in Engineering Review of Sustaining Knock Your Socks Off Service by Thomas K. Connellan and Ron Zemke. A whole series of books on customer service delivery. Learn how to deliver and sustain quality service and how to manage and coach your Sustaining Knock Your Socks Off Service by Ron Zemke 1993-11-02: : Ron Zemke Thomas K. Connellan: Libros. Buy Sustaining Knock Your Socks Off Service by Bell (ISBN: 9780814478240) from Amazons Book Store. Everyday low prices and free delivery on eligible Review of Sustaining Knock Your Socks Off Service by Thomas K. Connellan and Ron Journal of Management in Engineering July 1994. Compralo en Mercado Libre a \$ 300,00 - Compra en 12 cuotas. Encuentra mas productos de Libros, Revistas y Comics, Libros, Libros de Ciencias Economicas, Sustaining Knock Your Socks Off Service by Ron Zemke, 9780814451595, available at Book Depository with free delivery worldwide. - 5 sec Read here <http://?book=0814451594>[PDF] Sustaining Knock Your Socks Ron Zemke shook up the service industry with his two best-selling books on delivering and managing knock your socks off service. Now hes doing it again Buy Sustaining Knock Your Socks Off Service by Thomas K. Connellan (1993-07-01) by Thomas K. Connellan Ron Zemke (ISBN: ) from Amazons Book Store. Sustaining Knock Your Socks Off Service by Ron Zemke and Tom Connellan, softcover, 150 pages, 1993, \$17.95 Ron Zemke shook up the service industry with his two best-selling books on delivering and managing knock your socks off service. Now hes doing it again Find great deals for Knock Your Socks Off: Sustaining Knock Your Socks off Service by Thomas K. Connellan, Ron Zemke and Les Bell (1993, Paperback). Ron Zemke shook up the service industry with his two bestselling books on delivering and managing knock your socks off service. Now, he Now hes doing it again with Sustaining Knock Your Socks Off Service telling how companies can successfully hang on to the efforts they started in the gold rush Ron Zemke is senior editor of Training magazine and author or co-author of 23 books, including the best selling Knock Your Socks Off Service series, Knock Sustaining Knock Your Socks Off Service. Connellan, Thomas K. Zemke, Ron. Journal For Healthcare Quality: March/April 1994 - Volume 16 - Issue 2 - ppg 46. Ron Zemke shook up the service industry with his two best-selling books on delivering and managing knock your socks off service. Now hes