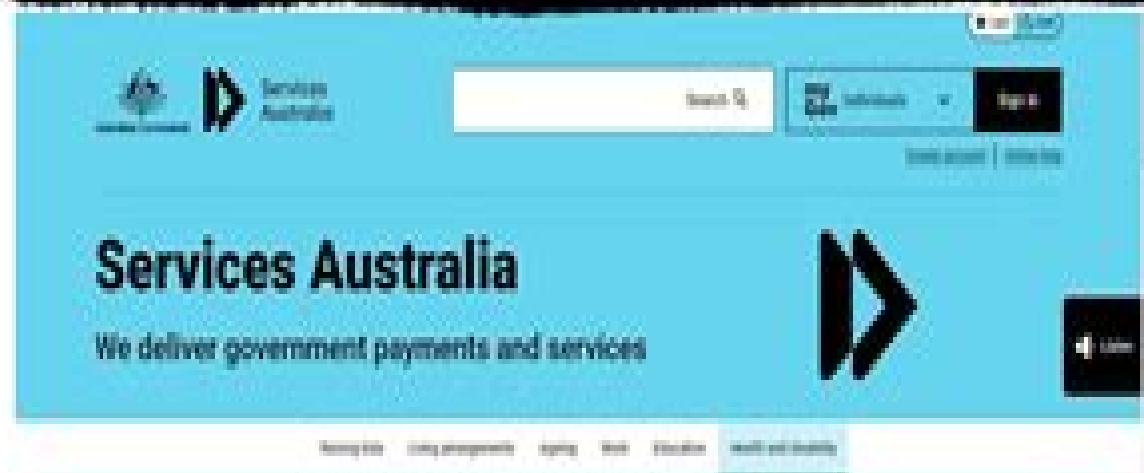


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Harvey,2005-06-07 The quest for value drives customer behavior in the services marketplace This book focuses on complex service processes and is written for professionals quasi professionals and technical workers laboring in all spheres from law to medicine and accounting to engineering It draws its theory and examples from these professional services and many more with hands on end of chapter exercises on all topics A framework is presented for understanding how a set of shared fundamental beliefs drives the best in class professional service organizations in their learning which is the source of sustained competitive advantage Products and processes can be imitated or copied but learning faster than your competition cannot Processes create the benefits customers want by delivering the service or by making this delivery possible in one way or another The notions methods and tools presented in this book present readers with a perspective on their work they most likely never envisaged and which will lead to a marked improvement in their effectiveness Marketing Management, 2nd Edition

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Customer Service For Dummies Karen Leland, Keith Bailey, 2011-03-03 Customer Service For Dummies Third Edition integrates the unbeatable information from Customer Service For Dummies and Online Customer Service For Dummies to form an all in one guide to customer loyalty for large and small businesses alike The book covers the fundamentals of service selling and presents up to date advice on such fundamentals as help desks call centers and IT departments Plus it shows readers how to take stock of their customer service strengths and weaknesses create useful customer surveys and learn from the successes and failures of businesses just like theirs Karen Leland and Keith Bailey Sausalito CA are cofounders of Sterling Consulting Group an international consulting firm specializing in quality service consulting and training for such clients as Oracle IBM Avis and Lucent The Single Easiest Way to Grow - Winning Back Lost Customers Forte Consultancy Group, Companies often fail to tap into and benefit from the data they possess Possibly the single most ignored information pool is that about a company's ex customers Such data if used properly could lead to the acquisition of a significant number of customers and the generation of significant revenues **Service transformation** David Sir Varney, Great Britain: H.M. Treasury, 2006-12-06 The focus of this review is how to save government citizen and business time and money by examining the scope of integrating front line service delivery The Service Sector is an important economic bulwark in a modern society with technology revolutionizing the way service providers interact with customers Yet with the continued pace of social demographic and technological change public service delivery is facing an increasing challenge with a gap developing between public and private service delivery Central Government delivers such services through departments whilst departments make use of agents or agencies alone or in co operation with local government Such a system develops a transactional relationship that is the department focuses on the specific customer need but does not take account of the overview that is the Government's relationship with the citizen who may need multiple services but has to contact the various but separate helplines call centres front line offices and websites to obtain the relevant service they require A similar situation seems to apply to business with the need to provide the same data to different parts of government for different services The report believes that a much more fundamental and widespread change is necessary if the public service economy is to match the performance of the best service providers The Service Sector should follow international developments and learn from other countries experiences of creating a more responsive and integrated public service This report focuses on the opportunities for change in the channels through which services are delivered to citizens and business especially the development of single points of contact with government to meet a range of their needs and those of business This report builds on those published by Sir Peter Gershon ISBN 1845320328 and Sir Michael Lyons ISBN 1845320093 in 2004 available on HM Treasury website *Emotional Labor in the 21st Century* Alicia Grandey, James Diefendorff, Deborah E. Rupp, 2013-05-07 This book reviews integrates and synthesizes research on emotional labor and emotion regulation conducted over the past 30 years The concept of emotional labor was first proposed by Dr Arlie Russell Hochschild 1983 who

defined it as the management of feeling to create a publicly observable facial and bodily display p 7 for a wage A basic assumption of emotional labor theory is that many jobs e g customer service healthcare team based work management have interpersonal and thus emotional requirements and that well being and effectiveness in these jobs is determined in part by a person s ability to meet these requirements Since Hochschild s initial work psychologists sociologists and management scholars have developed distinct theoretical approaches aimed at expanding and elaborating upon Hochschild s core ideas Broadly speaking emotional labor is the study of how emotion regulation of oneself and others influences social dynamics at work which has implications for performance and well being in a wide range of occupations and organizational contexts This book offers researchers and practitioners a review of emotional labor theory and research that integrates the various perspectives into a coherent framework and proposes an agenda for future research on this increasingly relevant and important topic The book is divided into 5 main sections with the first section introducing and defining emotional labor as well as creating a framework for the rest of the book to follow The second section consists of chapters describing emotional labor theory at different levels of analysis including the event person dyad and group The third section illustrates the diversity of emotional labor in distinct occupational contexts customer service e g restaurant retail call centers and caring work The fourth section considers broader contextual influences organizational societal and cultural level factors that modify how and when emotional labor is done The final section presents a series of reflective essays from eminent scholars in the area of emotion and emotion regulation where they reflect upon the past present and future of emotion regulation at work

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