

People Love You: The Real Secret to Delivering Extraordinary Customer Service



What you experience is what you remember. The more emotional the experience, the deeper it is branded into your memory. Experience has a massive impact on buying decisions. Every touch point, every time you or someone in your company engages a customer, it creates an experience - something they remember. When they have a negative experience, they tend to vote with their feet (and their wallets) and head straight to your competitors. When customers have positive emotional experiences, it anchors them to your brand, your product or service, and ultimately to you. In the twenty-first century, competitive advantages derived from unique products or services are short-lived because competitors are able to quickly and easily duplicate or match your offering. Likewise a focus on customer satisfaction and loyalty will no longer give you the competitive edge. Delivering a legendary customer experience has emerged as the single most important competitive advantage for companies across all industries. In *People Love You* you'll learn the real secrets of customer experience including: Seven Essential Principles of Customer Engagement Five Levers for Creating a Legendary Customer Experience The Secret to Bridging the Experience Gap How to Leverage the Pull Strategy to become a Trusted Advisor Two Most Important Rules for Dealing with Pissed-off Customers In a hypercompetitive, global marketplace protecting your company's customer base, the lifeblood of your business, must become your number one priority. The rubber hits the road with account managers, project managers, sales professionals, and customer service professionals - the people most connected to customers - who are on the frontlines of customer experience. They build unique and enduring emotional connections with customers that creating long-term revenue

and profit streams. In *People Love You*, human relationship guru, Jeb Blount, gives you a powerful playbook for interacting with customers in a way that creates deep, enduring, visceral connections that withstand relentless economic and competitive assaults.

People Love You. The Real Secret to Delivering Extraordinary Customer Service By: Jeb Blount Narrated by: Jeb Blount Length: 5 hrs and 7 mins Release : *People Love You: The Real Secret to Delivering Extraordinary Customer Service* (9781118433249) : : Livres.*People Love You. The Real Secret to Delivering Extraordinary Customer Service* By: Jeb Blount Narrated by: Jeb Blount Length: 5 hrs and 7 mins Release Editorial Reviews. Review. *People Follow You!* is a book that gets leadership right - by concept, *People Love You: The Real Secret to Delivering Legendary Customer Experiences* (October 14, 2011) Publication Date: October 14, 2011 Sold by: Amazon Digital Services LLC Language: English ASIN: B005VREHUQ *People Love You: The Real Secret to Delivering Extraordinary Customer Service (Unabridged) - Jeb Blount [Audiobook Download]**People Love You: The Real Secret to Delivering Legendary Customer* If you are a seller for this product, would you like to suggest updates through seller support? .. *The Straight Truth About Getting Exceptional Results from Your Sales*. These customer service skills will increase customer loyalty and grow your feel like theyve experienced truly exceptional customer service. That warm and fluffy attribute humanness is actually tied to something very real: empathy. you can make empathy your customer support teams secret Results 1 - 16 of 26 *People Love You: The Real Secret to Delivering Extraordinary Customer Service*. Unabridged. by Jeb Blount and Audible *People Love You: The Real Secret to Delivering Extraordinary Customer Service (Audio Download): Jeb Blount, Audible Studios: : Audible_AU. - 6 min - Uploaded by Mark Sanborn Official Booking Site* <http://presentations/the-fred-factor/> Do you provide exceptional *People Love You: The Real Secret to Delivering Legendary Customer* Far too many of today's books on customer service deal with the mechanics and *Top 25 Books On Customer Service You Should Read* Hope you like them. It is probably normal for people to assume that the problems they face are tougher By listening to your customers and providing them with the services and *Exceptional Service, Exceptional Profit: The Secrets of Building a**People Love You: The Real Secret to Delivering Extraordinary Customer Service (Audio Download): : Jeb Blount, Audible Studios: Books.**The Real Secret to Delivering Legendary Customer Experiences* Jeb Blount delivering an extraordinary customer experience has emerged as the single most and customer service professional the people who are most connected to *People Love You : The Real Secret to Delivering Legendary Customer* point, every time you or someone in your company engages a customer, it creates an *People Love You: The Real Secret to Delivering Legendary Customer* are a seller for this product, would you like to suggest updates through seller support? Results 1 - 12 of 25 *People Love You: The Real Secret to Delivering Extraordinary Customer Service*. Jul 29, 2013 Unabridged. by Jeb Blount and Audible