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The Customer Rules: The 39 Essential Rules for Delivering Sensational Service The Customer Rules (Audiobook) by Lee Cockerell

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The 39 titular rules are solid, but nothing new: “ Ask yourself: ‘ What Would Mom Do? ’ ” ; “ Always Act Like a

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Professional ” ; “ Become an Expert at Creating Experts ” ;
“ Make Yourself Available ” ; “ Don ’ t Just Make Promises,
Make Guarantees ” ; and “ Be Reliable. ”

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Rule #39: Don ’ t Try Too Hard As simple as they are profound, these principles have been shown to work in companies as large as Disney and as small as a local coffee shop; from businesses selling...

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Rule #39: Don ’ t Try Too Hard As simple as they are profound, these principles have been shown to work in companies as large as Disney and as small as a local coffee

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Shop; from businesses selling cutting-edge technologies like computer tablets to those selling products as timeless as shoes and handbags; at corporations as long-standing as Ford Motors and those as nascent as a brand new start-up.

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The Customer Rules: The 39 Essential Rules for Delivering Sensational Service - Kindle edition by Cockerell, Lee.

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The Customer Rules : The 39 Essential Rules for Delivering Sensational Service by Lee Cockerell (2013, Hardcover) The lowest-priced brand-new, unused, unopened, undamaged item in its original packaging (where packaging is applicable).

~~The Customer Rules : The 39 Essential Rules for Delivering ...~~
The Customer Rules: The 39 Essential Rules for Delivering Sensational Service by Lee Cockerell presents the former Disney executive's thoughts on providing excellent customer service. Cockerell provides 39 separate short chapters that are easy to read and digest for those wanting to know more about superior customer service.

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The Customer Rules: The 39 Essential Rules for Delivering Sensational Service by Mike Hunter The former EVP of Walt Disney World shares indispensable rules for serving customers with consistency, efficiency, creativity, sincerity and excellence.

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For example: Rule #1: Customer Service Is Not a Department
Rule #3: Great Service Follows the Laws of Gravity
Rule #5: Ask Yourself "What Would Mom Do?"
Rule #19: Be a Copycat
Rule #25. Treat Every...

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~~The Customer Rules: The 39 Essential Rules for Delivering ...~~
Rule #33 NEVER, EVER ARGUE WITH A CUSTOMER 152
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~~THE CUSTOMER RULES~~

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The brilliance of "The Customer Rules" is in Lee's profoundly simple, and simply profound approach. Never get bored with the basics. Ever. Sensational customer service doesn't have to be complicated. It's really just common courtesy, which is no longer quite so common. These 39 Rules will work for anyone, in any organization.

~~Amazon.com: Customer reviews: The Customer Rules: The 39~~

~~...~~

1 likes. Like. " Great service does not cost any more money than average or poor service. " . Lee Cockerell, The Customer Rules: The 39 Essential Rules for Delivering

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Sensational Service. 1 likes. Like. “ The only way to get excellence is with training, education, and enforcement. ” .

~~The Customer Rules Quotes by Lee Cockerell~~

All with a focus on delivering exceptional customer service. Now Lee shares what he found it takes to deliver excellent customer service and create loyal customers in his latest book; The Customer Rules : The 39 Essential Rules for Delivering Sensational Service. Through his signature blend of wisdom and humor, Lee shares his Rules for serving customers so they will never want to leave you in 39 bite-size chapters.

~~A Look at The Customer Rules by Lee Cockerell~~

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~~The Customer Rules: The 39 Essential Rules for Delivering Sensational Service.~~ Lee Cockerell. Today, consumers have more choice than ever before. It's no longer enough to simply provide a service - companies who want to stay in business must also provide impeccable service with such consistency, integrity and creativity that people who experience it will not only keep coming back for more, but recommend your business to their friends, families, and colleagues.

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Rule #39: Don ' t Try Too Hard And after all is said and done, you don ' t want to try so hard that you come off as desperate...or fake. Whether it ' s in-person or online, stay

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Service alert for any cues that your customer gives you—but don ' t go overboard.

~~The Golden Rules of Customer Service – SUCCESS agency Blog~~

Rule #1: Customer Service Is Not a Department; Rule #3: Great Service Follows the Laws of Gravity; Rule #5: Ask Yourself "What Would Mom Do?" Rule #19: Be a Copycat; Rule #25. Treat Every Customer Like a Regular; Rule #39: Don ' t Try Too Hard

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