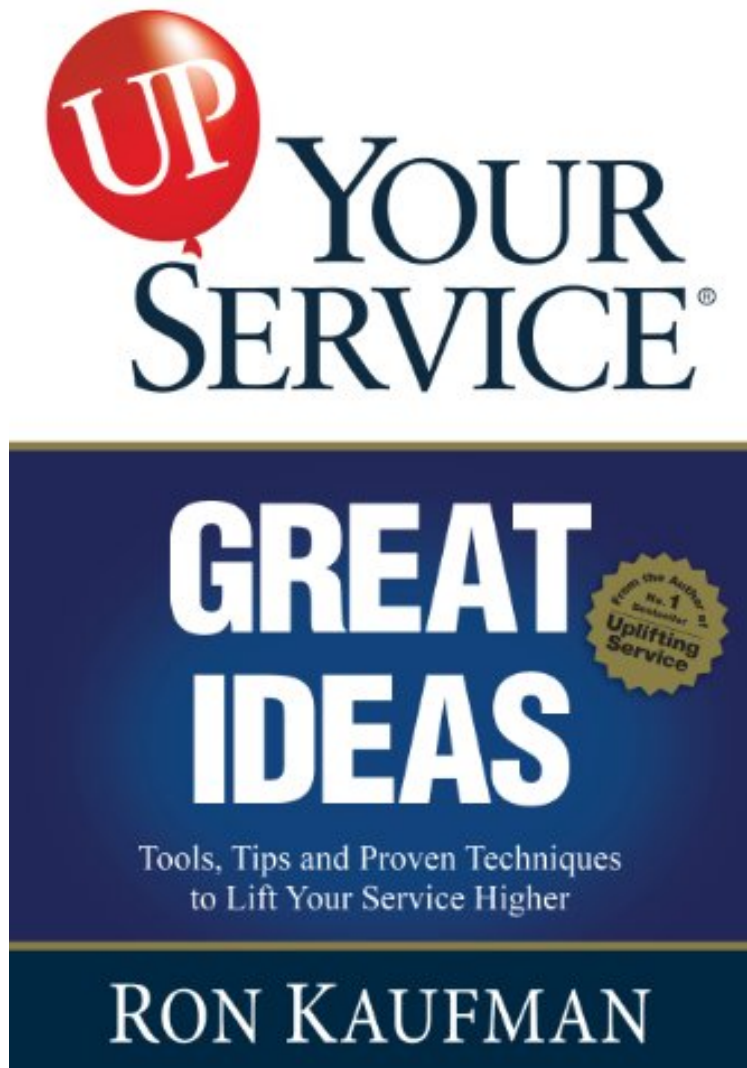


[E-BOOK] UP! Your Service Great Ideas: Tools, Tips and Proven Techniques to Lift Your Service Higher

UP! Your Service Great Ideas: Tools, Tips and Proven Techniques to Lift Your Service Higher

Ron Kaufman

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Ron Kaufman : UP! Your Service Great Ideas: Tools, Tips and Proven Techniques to Lift Your Service Higher before purchasing it in order to gage whether or not it would be worth my time, and all praised UP! Your Service Great Ideas: Tools, Tips and Proven Techniques to Lift Your Service Higher:

1 of 1 people found the following review helpful. Up, Up and AWAYBy Jim SergerSo many times we try to stay inside the box--we follow the golden rule, we ask for guidance, we ask for permission, we seek others approval before WE can even make a decision. While reading this book, I felt the urge to think way outside of the box when it comes

to customer service, Nordstrom comes to mind while I was reading this, the tire story is what I kept thinking about. But, Ron however brought me to the level of establishing a means to understanding how ALL encompass customer service--we ALL can make a difference. The author did a superb job exchanging ideas that are proven to work and ideas that don't work. The business side of service and the ME, US, WE side as well. Up Your Service is a guide with funny moments, humorous examples, and creative insight on how to make customers feel appreciated and feel part of your growing business. Growth is just not money as he stated in the book--growth is other amenities that surround the patron and enables them to be prosperous. I enjoyed his thoughts, I enjoyed his personal stories, but I enjoyed his keeping it creative approach--nice job Ron.

Tools, Tips and Proven Techniques to Lift Your Service Higher. Lift Your Service UP! Increase service value! Add more to your customers and your bottom line. (Chapter 2 unlocks the value.) Explore spectacular service! Discover what's beyond the extra-mile. (Chapter 4 reveals the secrets.) Build your service culture! Attract great customers and staff. (Study Chapter 6 to keep them.) Solve the crossword puzzles! Find loyalty, passion and profits. (Every chapter has the clues. Chapter 9 has all the answers.)

"Surprise and delight your customers! Ron Kaufman is an outstanding guide to the most creative techniques for increasing loyalty and positive-word-of-mouth. Giving great customer service can be fun. This book will show you how." --Bob Pike, Speakers Hall of Fame, author of bestselling Creative Training Techniques Handbook "Ron Kaufman is the world's leading authority on uplifting customer service. Let the stories and examples in this book inspire you to improve your service, uplift others and lift your income, too!" --Jim Cathcart, author of bestselling The Acorn Principle and Relationship Selling "This book makes you want to get up immediately and do something to improve your level of service." --Sim Kay Wee, SVP Singapore Airlines Ron Kaufman is the world's leading authority on uplifting customer service. Let the stories and examples in this book inspire you to improve your service, uplift others and lift your income, too! - Jim Cathcart, author of bestselling The Acorn Principle and Relationship Selling -- Jim Cathcart About the Author Ron Kaufman is author of the New York Times and USA Today bestseller, Uplifting Service: The Proven Path to Delighting Your Customers, Colleagues and Everyone Else You Meet. For more than two decades, Ron has helped companies on every continent build a culture of uplifting service that delivers real business results year after year. Making transformation his mission, Ron is one of the world's most sought-after educators, consultants, thought leaders, and customer service speakers in achieving superior service. Ron works with a successful clientele of government agencies and multinational corporations. He delivers powerful insights and global best practices enabling organizations to gain a sustainable advantage through service. Ron's methodology is easily customized to suit the unique needs of each organization, including all departments and team members from leadership to frontline. Ron is a columnist at Bloomberg BusinessWeek. He is the author of fifteen books on service, business, and inspiration. He has been featured in the Wall Street Journal, the New York Times, and USA Today.