



Shift Happens: Bridging The Gap Between Awful And Awesome Customer Service

By Stephanie Wood



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Are You Ready to Bridge the Gap? Shift Happens shows you how. You will learn the techniques to manage the intricacies of delivering awesome customer service. The book identifies four important conceptual shifts that managers must make to enhance the organization's customer service culture. 1st Shift Use lessons from the past to refocus on meeting customers and employees first need-to be served by well-trained, knowledgeable, and valued staff. 2nd Shift Reconcile generational differences and focus on building a culture of superior internal customer relations. 3rd Shift Replace negative assumptions about staff's ability to perform with a renewed focus on effective management practices to support their desire to excel. 4th Shift Recognize that shift happens when customer service is viewed by the entire organization as a continuous strategic planning process and not an event that happens at the point-of-sale. Enjoy making a shift happen, Stephanie Wood

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Editorial Review

About the Author

Stephanie Wood's diverse career includes positions as a music teacher, private school administrator, high level sales representative, sales training manager, vice-president of a start-up firm, and department director. She is the owner of SMART Consulting, Inc. a consulting firm focusing on workforce and management development. SMART is an acronym for Strategic Management And Responsive Training. The company's Mission is to "empower your people and your plans." Stephanie resides in Shaker Hts., Ohio with her son, Brian Malik, and their cat, Smokey.

Users Review

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Lawrence Elam:

As people who live in the modest era should be change about what going on or data even knowledge to make all of them keep up with the era that is always change and advance. Some of you maybe will probably update themselves by reading through books. It is a good choice for yourself but the problems coming to you actually is you don't know which one you should start with. This Shift Happens: Bridging The Gap Between Awful And Awesome Customer Service is our recommendation to cause you to keep up with the world. Why, since this book serves what you want and want in this era.

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