



UP! Your Service Action Steps: Strategies and Action Steps to Delight Your Customers Now! (UP! Your Service)

Ron Kaufman

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Strategies and action steps to delight your customers now! Build a mindset and a toolset to bring your service UP! develop a service culture that sizzles and succeeds. apply proven techniques to get closer to your customers. Polish your perception points to create positive impressions. Leverage customer value dimensions for long-term profits. Achieve surprising and unbelievable service standards. Increase customer loyalty with effective service recovery. Discover the hidden power in service guarantees.

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