

Raving Fans : Revolutionary Approach to Customer Service

With a new foreword by Ken Blanchard A straightforward and snappy guide to successful customer service from the author of the bestselling *The One Minute Manager*. *Raving Fans*, in a nutshell, is the advice given to a new Area Manager on his first day -- in an extraordinary business book that will help everyone, in every kind of organisation or business, deliver stunning customer service and achieve miraculous bottom-line results. *Raving Fans* is written in the parable style of *The One Minute Manager* and uses a brilliantly simple and charming story to teach how to define a vision, learn what a customer really wants, institute effective systems, and make Raving Fan Service a constant feature -- not just a passing fad. Business is in the midst of a service crisis that has left millions of disillusioned customers in its wake. *Raving Fans* includes startling new tips and innovative techniques that can help anyone create a revolution in any workplace -- and turn their customers into raving, spending fans.

Raving Fans A Revolutionary Approach To Customer Service

**Kenneth Blanchard, Kenneth H.
Blanchard, Sheldon Bowles**



Raving Fans A Revolutionary Approach To Customer Service:

Raving Fans Ken Blanchard, Sheldon Bowles, 1993-05-19 Your customers are only satisfied because their expectations are so low and because no one else is doing better Just having satisfied customers isn't good enough anymore If you really want a booming business you have to create Raving Fans This in a nutshell is the advice given to a new Area Manager on his first day in an extraordinary business book that will help everyone in every kind of organization or business deliver stunning customer service and achieve miraculous bottom line results Written in the parable style of The One Minute Manager Raving Fans uses a brilliantly simple and charming story to teach how to define a vision learn what a customer really wants institute effective systems and make Raving Fan Service a constant feature not just another program of the month America is in the midst of a service crisis that has left a wake of disillusioned customers from coast to coast Raving Fans includes startling new tips and innovative techniques that can help anyone create a revolution in any workplace and turn their customers into raving spending fans

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Raving Fans Kenneth H. Blanchard, Sheldon M. Bowles, 1993-01 **The 3 Keys to Empowerment** Ken Blanchard, John P. Carlos, Alan Randolph, 2000-01-13 An action guide and macro level understanding of the process required to foster the workplace culture envisioned in Empowerment Takes More Than a Minute As Ken Blanchard John Carlos and Alan Randolph clearly demonstrated in their previous bestseller Empowerment Takes More Than a Minute empowerment is not a goal that can be achieved in a minute Empowerment is a process that requires ongoing effort awareness and commitment to transforming the hierarchy This essential guide offers managers detailed hands on answers to their real life questions about how exactly they can navigate the journey to empowerment Written in an easily accessible Q A format the book closely examines and expands on the three keys to empowerment originally presented in Empowerment Takes More Than a Minute sharing information creating autonomy through boundaries and replacing the hierarchy with teams It clearly outlines the promises and challenges of each stage of the journey providing managers with thought provoking questions clear advice effective activities and action tools that will help them create a culture of empowerment Wherever they are in the journey managers will find a clear roadmap in this user friendly action guide Praise for Empowerment Takes More Than a Minute The most truthful straight talk book on managing people to come along in eons This is an exceptional tool for business Harvey MacKay 1 New York Times bestselling author One of the very best organized thought out planned and written books on any business subject I have read Stanley Bass Human Resources Consultant Stan Bass Consulting

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