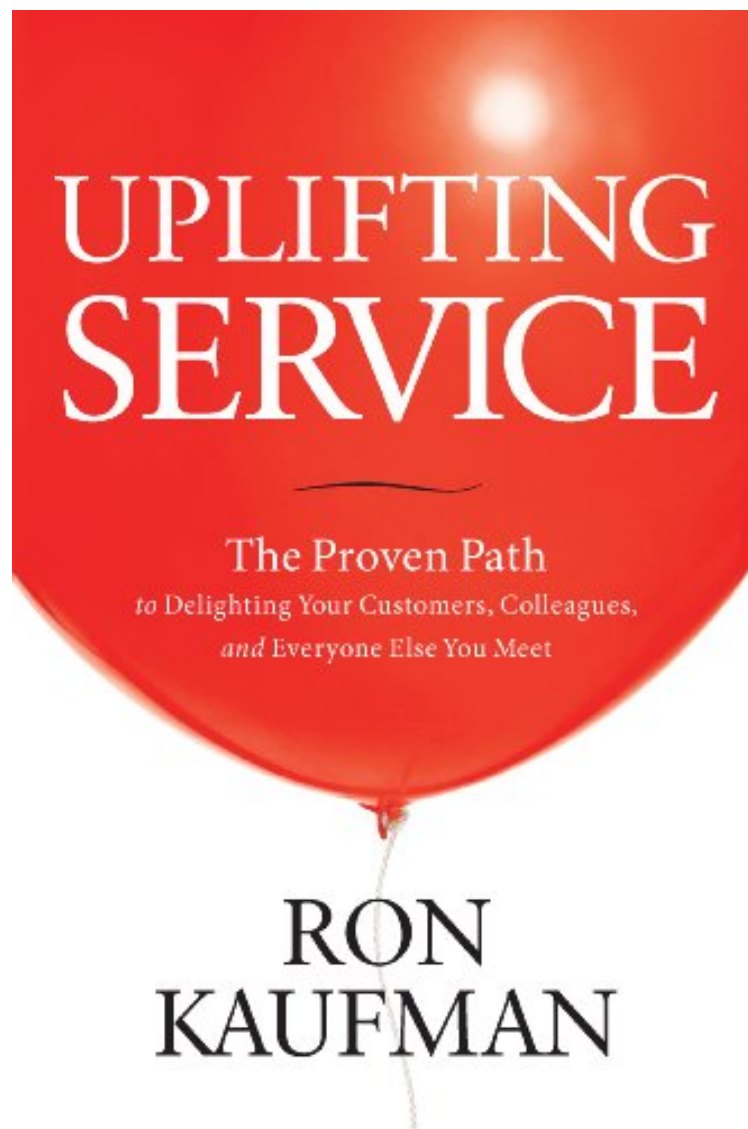


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Uplifting Service: The Proven Path to Delighting Your Customers, Colleagues, and Everyone Else You Meet

Ron Kaufman

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Ron Kaufman : Uplifting Service: The Proven Path to Delighting Your Customers, Colleagues, and Everyone Else You Meet before purchasing it in order to gage whether or not it would be worth my time, and all praised Uplifting Service: The Proven Path to Delighting Your Customers, Colleagues, and Everyone Else You Meet:

1 of 1 people found the following review helpful. Immediately HumblingBy D.S.When it comes to service-oriented books about making customers happy and being better as an organization, the competition is high. There are articles,

case studies, CEOs, stances on the situation, and, of course, books. But, there are few books that are dedicated to defining the service industry with understandable definitions and concrete, granular, steps for improvement. Uplifting Service is that book. Similar to the way that Adam Grant's book "Give And Take" makes you think about yourself and about how you can be and do better, Ron Kaufman's Uplifting Service makes you look at your organization and question where you stand on service and what you need to do to improve. Once you've sufficiently identified where you are and how you feel about service, he walks you through how to think about improving. It's a humbling book to read and one that as soon as you finish it want to read through again to capture all of your notes. 2 of 2 people found the following review helpful. A great guide to creating a highly successful organization! By Dave R II have built and lead several very large and very successful multi-site customer support organizations, and I can tell you that Kaufman is right on target with this book. Knowing that organizations with EXCELLENT customer satisfaction ratings are up to 10 times more profitable that organizations with GOOD (NOT BAD) rates, it is pretty easy to justify the effort needed to implement the ideas presented here! 2 of 2 people found the following review helpful. Amazing book on service! By C. Chen Ron Kaufman's book "Uplifting Service" is one of the best I've read. As a customer experience consultant myself, I'm always looking for new and fresh resources. Wow! this book was just that. After consulting for close to 18 years, Ron has changed my views on customer service culture change strategies and implementation. But, most importantly, Ron's passion for serving others shines through in this book. He gives practical and useful information. He shares example after example of various industries who have become the gold standard in service. What an inspiring book! If I could give 10 stars, I would!

New York Times Bestseller Uplifting Service: The Proven Path to Delighting Your Customers, Colleagues, and Everyone Else You Meet We are deep in a service crisis. In the operating room, surgeons and their teams communicate in a very precise language; airplane pilots follow a strict protocol to take off and land safely every time; and, when launching a new product, companies lay out a plan that all employees follow. But when it comes to building a strong service culture, the path to success is usually much less clear. We relegate service to a single department guided by anecdotal wisdom and less-than-helpful clichés like "the customer is always right." With global economies transforming at record speed, we are largely unprepared for the service demands we face day and night from around the world. We promise our customers satisfaction and then allow internal politics and inefficient methods to frustrate our ability to deliver. With service so much a part of our daily lives, both in and outside the workplace, why aren't we doing it better? New York Times bestselling author Ron Kaufman knows the answer to this question, and not only believes we can do it better, but shows us how. In Uplifting Service he takes you on a journey into a new world of service that is guided by fundamental principles and actionable models. After more than two decades helping leaders transform their service cultures, Kaufman has discovered that while each successful team is different, the architecture they apply to build an uplifting service culture is the same. In this New York Times, USA Today, and Amazon.com bestselling book, Kaufman lays out the steps you can take to build a sustainable culture that delivers outstanding service every day. He offers the tools and practices that have been proven effective in businesses, governments, communities, and homes; on every continent; and in many languages. Through perspective-changing insights and case studies, you will learn how the world's best performing companies have changed the game through service—and how you too can follow this proven path to an uplifting transformation.