

Raving Fans A Revolutionary Approach To Customer Service

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Raving Fans - Lead with Grace

Raving Fans: A Revolutionary Approach to Customer Service (Ken Blanchard & Sheldon Bowles) Summary <https://graceleadco> last update 10 Jun 2019 Raving Fans Blanchard & Bowles To succeed, you must create raving fans Satisfied customers are not enough

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Satisfied customers leave, but raving fans stay

This paper will explain how to turn your "merely satisfied" customers into "raving fans" It will also show the positive impact your "raving fans" will have on the ultimate success of your business in today's competitive world INTRODUCTION This paper has been inspired by the book "Raving Fans: A Revolutionary approach to

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Raving Fans A Revolutionary Approach To Customer Service The Main Idea Ken Blanchard, author of The One Minute Manager asserts that customers are neglected and abused by companies and that they have developed very low expectations Despite unfulfilled promises from companies, cold treatment from staff, long waits, and delayed

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wrote a book called, Raving Fans- A Revolutionary Approach to Customer Service In the book they identified the three secrets to creating Raving Fans 1 Decide what you want (what's your Big Why) 2 Discover what the customer wants 3 Deliver plus one (%) Today custom builders and remodelers are redefining themselves (and creating Raving Fans

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RAVING FANS: A REVOLUTIONARY APPROACH TO CUSTOMER SERVICE, 1993 By Ken Blanchard MANAGING BY VALUES (with Michael O'Connor), 1997 MISSION POSSIBLE (with Terry Waghorn), 1996 MANAGEMENT OF ORGANIZATIONAL BEHAVIOR: UTILIZING HUMAN RESOURCES (with Paul Hersey), 7th Edition, 1996 EMPOWERMENT TAKES MORE THAN A MINUTE (with John Carlos and

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