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Glauben Sie, dass Sie Ihren Kundenservice noch verbessern können? Möchten Sie Ihre Kunden nicht nur zufrieden stellen, sondern begeistern? Und dabei sogar mehr Umsatz machen?

Dieses Buch zeigt praxiserprobte Strategien auf, wie jedes Unternehmen seine Kunden durch hervorragenden Service an sich binden kann. Durch Konzentration auf seine individuellen Kernkompetenzen wird jedes Unternehmen besser als die Mitbewerber und kann einmalige Servicequalität bieten.

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