

John Tschohl Achieving Excellence Through Customer Service

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Customer Service Strategy: John Tschohl John Tschohl - from guru of Customer Service on how to get more customers in our disruptive time

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Achieving Excellence Through Customer Service - John Tschohl

John Tschohl has been a long term thought leader in the field, and he offers very solid advice in Achieving Excellence Through Customer Service. Buy it, read it, and reap the benefits. Read more

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John Tschohl is an author, speaker and service strategist. He wrote the world's first customer service program, Feelings which was released in January 1980. Millions of people across the world have gone through his programs in over 9 languages and 40 countries. Time, Entrepreneur and USA Today call him a "Customer Service Guru."

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John Tschohl always customizes his presentation to your specific industry and individual needs. Presentation titles can be tailored for your organization. Achieving Excellence Through Customer Service. Creating A "Wow" Customer Service Experience. Moving Up. Speed. Empowerment: A Way Of Life. Strategies For Customer Service.

Services - John Tschohl

Achieving Excellence Through Customer Service is in its 13th Edition. His other books are Moving Up, Empowerment: A Way of Life, Loyal for Life, Cashing In, The He wrote the world's first customer service program, Feelings which was released in January 1980.

John Tschohl (Author of Achieving Excellence Through ...

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John Tschohl has touched the very nerve of today 's competitive business world in his book, Achieving Excellence Through Customer Service! The book is not only interesting, but practical and a must reading for every successful executive and for the whole organization. " Jorge Nicolau.CEO Cable and Wireless Inc. Republic of Panama

Vernon Hill - Home - Service Quality Institute

1991 Achieving Excellence Through Customer Service For over 45 years, John Tschohl has been solely focused on helping organizations drive a service culture through his technology built on practicality, simplicity, and common sense.

John Tschohl | Keynote Speaker Fees & Bio | GDA Speakers

As John Tschohl, author of Achieving Excellence Through Customer Service, puts it, solve my problem quickly, or find someone who can. You can only do this if your employees all understand the chain...

Seven Ways to Keep Angry Customers (Like Me) Happy

Sometimes, customers just need to know someone at the company is interested in their problem, notes John Tschohl, co-author of Achieving Excellence Through Customer Service.

Seven Tips for Coping with Customer Questions

Achieving Excellence Through Customer Service - John Tschohl On the night of Thursday, March 13th, a room full of local folks got a good taste of what a engaging, nationally recognized customer service guru thinks. And the Q & A that followed was stimulating - John Tschohl held no punches.

Mankato Area Council for Quality

—John Tschohl. John Tschohl is a professional speaker, trainer, and consultant. He is the President and founder of Service Quality Institute (the global leader in customer service) with operations in over 40 countries. John is a self-made millionaire traveling and speaking more than 50 times each year.

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