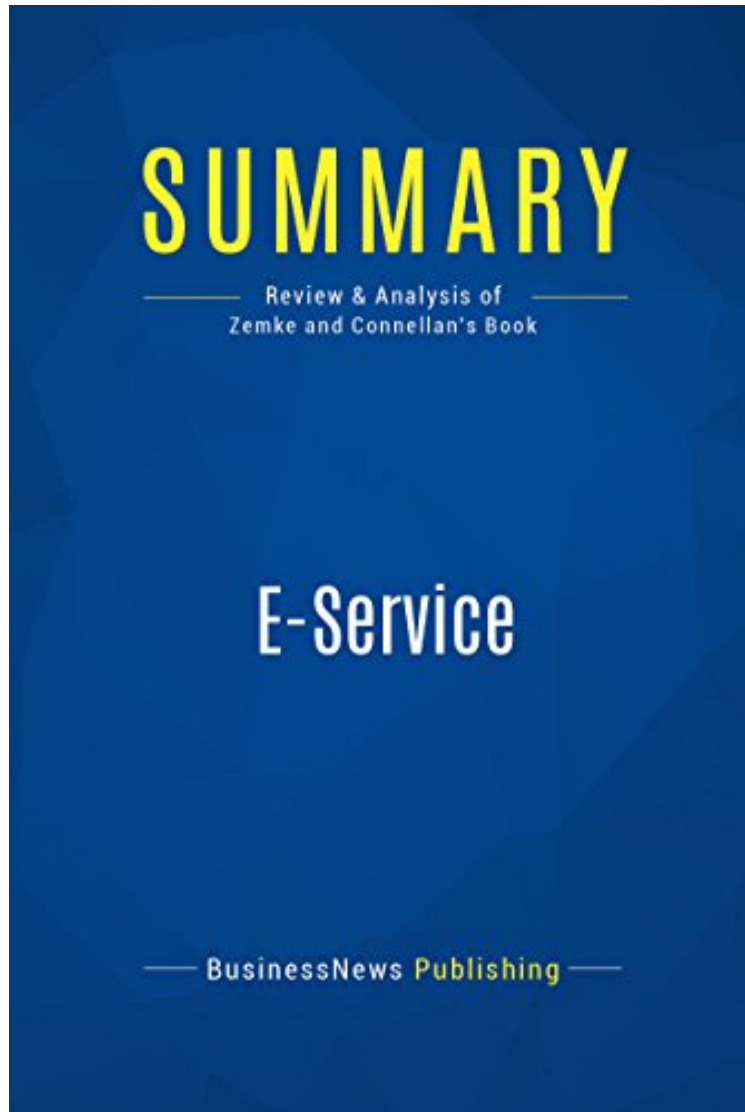


[E-BOOK] Summary: E-Service: Review and Analysis of Zemke and Connellan's Book

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BusinessNews Publishing : Summary: E-Service: Review and Analysis of Zemke and Connellan's Book before purchasing it in order to gauge whether or not it would be worth my time, and all praised Summary: E-Service: Review and Analysis of Zemke and Connellan's Book:

The must-read summary of Ron Zemke and Tom Connellan's book: "E-Service: 24 Ways to Keep Your Customers - When the Competition is Just a Click Away". This complete summary of the ideas from Ron Zemke and Tom

Connellan's book "E-Service" shows how the key to success doesn't lie in attracting visitors, but in creating highly satisfied customers who will do business with you again and again. According to Ron Zemke and Tom Connellan, the only thing you need to do to achieve this is apply the correct principles and customer service concepts. In their book, the authors offer easy-to-follow guidance on how to keep your business thriving online and stop customers from clicking over to competitors. Added-value of this summary:bull; Save timebull; Understand key conceptsbull; Expand your business knowledgeTo learn more, read "E-Service" and discover the key to standing out from the internet crowd.