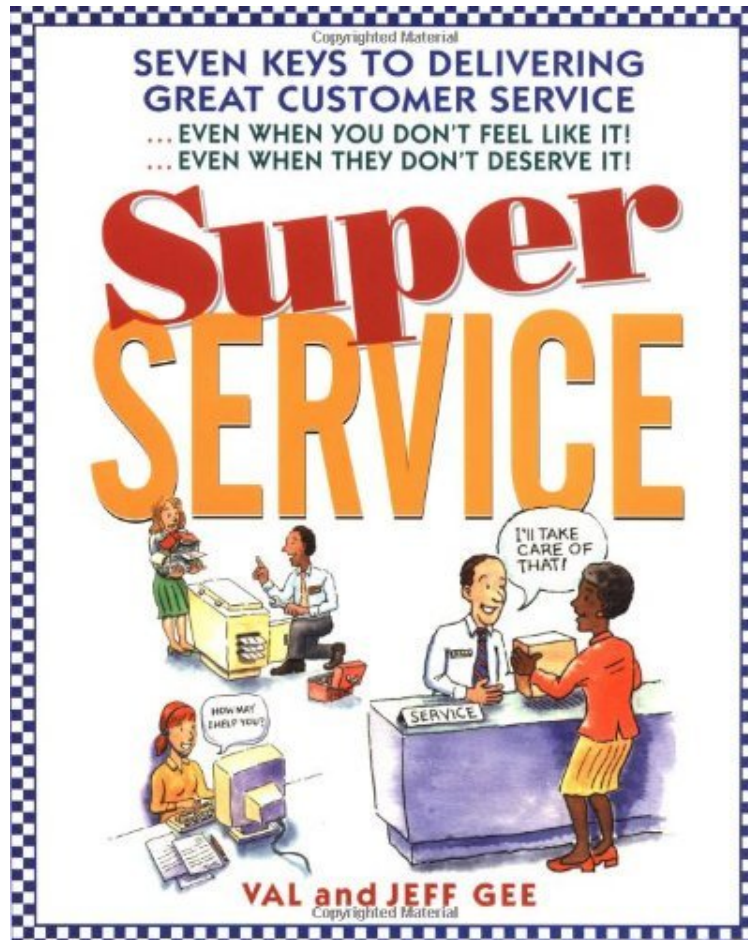


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Super Service: Seven Keys to Delivering Great Customer Service...Even When You Don't Feel Like It!...Even When They Don't Deserve It!

Jeff Gee, Val Gee

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0 of 0 people found the following review helpful. Perfect Basis for Customer Service TrainingBy CMArchibaldI have read numerous books on customer service and most of them bore me, few provide any new insight and fewer still focus on coaching attitudes to alter actions. Jeff and Val really get to the heart of what customer service is all about. Here is a testament to the validity of their ideas: I work in a training center that is launching a major customer service initiative. As part of this initiative, we are identifying people within our organization that are known "Superstars" of

customer service. We interview our superstars to discover their personal philosophy of customer service and extract Lessons Learned we can use in the classroom. I am finding consistently that our superstars mirror the values identified in Super Service almost to the letter. And none of them have read this book. The ideas are organized well, the information has a great flow and the ideas build on one another. They also keep the examples generic enough that it's easy to substitute your own organization for the examples provided. The best part of the book is the practical exercises they incorporate to solidify the most important concepts. They are easy for any competent trainer to replicate and aren't corny like most training exercises. All in all, this is THE book to train with. We are working on making this book required reading for our customer service classes. Bravo, Jeff and Val. You have captured the essence of something everyone thinks is so easy (delivering superior service), yet no one seems to be able to do. 0 of 0 people found the following review helpful. Great Resource By Customer I selected the book because it was either recommended or I enjoyed the synopsis. The book is for self development. It is a great book to read to expand knowledge. 0 of 0 people found the following review helpful. Pretty good By Dana E. Little Pretty good overall. I was looking something for a little more than what I do now, and it seems to cover all the points in good customer service. But if you are looking for a much higher level of service, this one just describes the basics.

Unlike other customer service books, Jeff and Valerie Gee's concise motivational book is written both for executives and managers, but for the millions of front-line workers who serve customers directly. The authors share their straightforward, proven techniques and guidelines for coping with angry customers, minimizing stress, and making customer service providers feel great about doing their jobs. In the bestselling tradition of Delivering Knock Your Socks Off Service, the authors' "pep talk" includes concrete tips on how to: sympathize with the customer; take a call, transfer a caller, or end a call smoothly; defuse angry customers; maintain a positive frame of mind...and more!

From the Back Cover Satisfy YOURSELF while satisfying CUSTOMERS. Would you like to be the kind of customer representative who can...Bring energy and enthusiasm to every customer encounter? Turn service problems into opportunities? End each day with a sense of personal accomplishment and fulfillment? Now you can! This upbeat new approach to front-line customer service can make your job as a service provider not only easier but more fun and more meaningful. Evidence shows that the people who enjoy their work the most provide the best customer service. Super Service helps you become a super performer. "In today's hyper-competitive marketplace, outstanding customer service lies at the heart of sustainable customer loyalty. Super Service delivers clear, actionable advice on the art of delighting your customers." - Richard Notebaert, Chairman and Chief Executive Officer, Ameritech. "Powerful...this book will make every customer service provider's job more enjoyable." - Ken Hallen, Vice President Managing Director, Combined Insurance Company. "Super Service is a dangerous book. It will teach you about yourself and how the 'real' you needs to show up to make customer care work. Beware: there is real learning in this book." - Patrick Canavan, Senior Vice President and Director, Global Leadership and Organizational Development, Motorola. About the Author Jeff Gee is a popular motivational speaker and trainer with over 20 years' experience. Val Gee is an instructional designer, an ordained priest, and a regular contributor to Training magazine.