

## Delight your customers: 7 simple ways to raise your customer service from ordinary to extraordinary

Curtin, Steve, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=20436815&lokasi=lokal>

---

### Abstrak

Reveals three elements common to all exceptional service experiences. This title makes a compelling case that attention needs to shift from monitoring service activities to modeling, recognizing, and reinforcing the behaviors that actually create happy customers, such as expressing genuine interest, offering sincere compliments, and more.