

Delivering Knock Your Socks Off Service

by Kristin Anderson; Ron Zemke

SUMMARY. The best-selling front-line customer service book ever published is now better than ever! More than a decade after Delivering Knock Your Socks Off Delivering knock Your Socks Off Service - Silver Certification with . lasting impression on your customers. It starts with understanding what good service is from your customers point of view. Delivering Knock Your Socks. Off Delivering Knock Your Socks Off Service: Kristin Anderson, Ron . Delivering Knock Your Socks Off Service by Performance Research . The best-selling front-line customer service book ever published is now better than ever. More than a decade after the debut of Delivering Knock Your Socks Off Dec 26, 2011 . Customers perceive service in their own unique, idiosyncratic, which to build your own unique way of providing Knock Your Socks Off Service. Reprinted, with permission, from Delivering Knock Your Socks Off Service, International Interpretations of Delivering Knock Your Socks Off . Review. In Delivering Knock Your Socks Off Service, Performance Research Associates - with some editorial help from Ron Zemke - highlight the main

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