

Customer Service Standards Checklist



Accessibility



Responsiveness



Empathy



Professionalism



Knowledge



Personalization



Consistency

What Are Customer Service Standards

G Thomas



What Are Customer Service Standards:

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enjoyable Vision to Action Sub System Synergy Hilltops ERUDITE Leadership Futuristic Thinking Competitive Integrity and Triple E touch point management all contribute to Customer Service and are some of the innovative concepts included in this book The book brings together organisational capacity and capability and reflects a synergistic approach which promotes cross functional cooperation and harmony The Four Dimensions of the Customer Service Hallmark provide an integrated framework which positions Total Customer Service as a coordinated strategic response to achieving organisation improvement and strategic intent

EBK: Services Marketing: Integrating Customer Service Across the Firm 4e

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United States Patent And Trademark Office, Strategic Information Technology Plan, FY 2000 - FY 2005, February 2000 ,2000

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