



## Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About it

By Jeff Toister

Amacom. Paperback. Book Condition: new. BRAND NEW, Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About it, Jeff Toister, Customer service goals have been articulated, messages drilled, and incentive programs created. But many employees still deliver lackluster service. What does it take to get them functioning as stellar frontline representatives of the company? Rather than offering another set of tactics for improving customer service, this book takes a novel approach by rooting out the real reasons employees aren't delivering the service they should. The results can be both surprising and illuminating, such as: company culture doesn't always support service excellence; over-emphasis on cost reduction often increases the cost of service; employees are torn between doing the right thing for the customer and following policy; poor products and services can make helping the customer nearly impossible; and, employees' interests often don't align with company goals. Once core problems are identified, the book offers corrective solutions, including redirecting coaching efforts, revisiting policies and procedures, clarifying roles and responsibilities, and more. Filled with inside stories from well-known organizations and the latest scientific research, "Service Failure" helps people overcome the obstacles preventing them from doing their very...



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### Reviews

*The publication is great and fantastic. Sure, it is enjoy, nevertheless an interesting and amazing literature. You will not truly feel monotony at at any moment of your own time (that's what catalogues are for concerning when you request me).*

-- **Fabian Bashirian DDS**

*This book is definitely not effortless to start on reading through but extremely fun to learn. Better then never, though i am quite late in start reading this one. It is extremely difficult to leave it before concluding, once you begin to read the book.*

-- **Aliya Franecki**