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Customer Service Delivery Lawrence Fogli, 2006-02-02 *Customer Service Delivery* taps into business marketing and psychological research and practices to provide a wealth of knowledge about customer service With contributions from some of the best known industrial and organizational psychology experts in customer service this book brings together in one comprehensive resource a review of the best practices in customer service delivery *Customer Service Delivery* also provides a framework for customer service as a process and an outcome The authors address a wide range of topics that are crucial to today's competitive business environment customer expectations loyalty satisfaction product versus service delivery measurement brand equity regional and cultural differences and organizational impact *Customer Service Delivery* explores human resource staffing practices and service delivery by including proven selection strategies for hiring top quality service workers an analysis of the personality correlates of service performance and a comprehensive review of assessment instruments that predict customer service performance In addition this important resource contains strategies and tactics to improve and manage service delivery and offers illustrative case examples of how organizations have successfully improved and managed customer service

Customer Service Essentials Robert E. Hinson, Ogechi Adeola, Kojo Oppong Nkrumah, Charles Agyinasare, Kwame Adom, Abednego Feehi Okoe Amartey, 2019-08-01 *Customer Service Essentials* is a must read and a definitive source of information on effective management of customer service in Africa and beyond Leveraging on unique concepts and practices developed in the field of customer service management this book uses case studies and vignettes to reinforce learnings drawing parallels to real life experiences The book is a valuable resource for individuals and organizations in the quest to achieve excellent customer service increased productivity and enhanced employee satisfaction It explores the practical challenges of customer service in Africa examines critical success factors and provides guidelines for effective customer engagement in this evolving highly networked digital era Policy makers directors managers and students will gain valuable and actionable insights on service management as they navigate the chapters Praise for *Customer Service Essentials: Lessons for Africa and Beyond* This book captures service excellence by detailing out in a most explicit manner essential services dynamics of Responsiveness Accessibility Tangibles Empathy and Reliability I highly recommend it Esi Elliot Assistant Professor Marketing Suffolk University Boston MA I am very impressed with this book and excited to see the topics being discussed in the Chapters are geared toward quality customer service in Africa All the chapters are superbly written relevant to the African context and above all the authors cover incredibly interesting topics and support them with pertinent cases Bringing together such fine minds in the field this book is useful and a must for anyone serious about customer service service branding and the need to respect the customer Charles Blankson Professor of Marketing College of Business University of North Texas Hinson and colleagues have skillfully put together a useful collection of new perspectives on modern customer service essentials with an African and global perspective This is a highly

recommended text for students and practitioners Ellis L C Osabutey Reader Roehampton University Business School United Kingdom Dictionary of Corporate Social Responsibility Samuel O. Idowu, Nicholas Capaldi, Matthias S. Fifka, Liangrong Zu, René Schmidpeter, 2015-02-03 This book is a concise and authoritative reference work and dictionary in the field of corporate social responsibility sustainability business ethics and corporate governance It provides reliable definitions to more than 600 terms and concepts for researchers and professionals alike By its definitions the dictionary helps users to understand the meanings of commonly used terms in CSR and the roles and functions of CSR related international organizations Furthermore it helps to identify keynotes on international guidelines codes and principles relevant to CSR The role of CSR in the business world has developed from a fig leaf marketing front into an important and indispensable aspect of corporate behavior over the past years Sustainable strategies are valued desired and deployed more and more by relevant players in business politics and societies all over the world Both research and corporate practice therefore see CSR as a guiding principle for business success **Advances in Commerce and Management** Dr N Pradeep Kumar, 2022-01-01

Developing and Enhancing Teamwork in Organizations Eduardo Salas, Scott Tannenbaum, Deborah Cohen, Gary Latham, 2013-06-10 Developing and Enhancing Teamwork in Organizations Today's team based organizations face an unprecedented range of challenges Many teams reflect the diversity of its members which vary in experience education and training To add to the complexity teams often include people who are not in the same room together are geographically dispersed and are connected only by electronic media Developing and Enhancing Teamwork in Organizations is a volume in the SIOP Professional Practice Series that brings together leading edge practitioners and academics who share their knowledge about effective teamwork The book contains evidence based guidelines designed to offer practitioners advice recommendations and strategies for developing and sustaining teams that consistently function at peak performance With contributions from leading experts in the field this important resource covers team based performance approaches from a wide range of activities and industries For example the volume explores team work in the NASA organization supporting astronauts superior performance in football and also in the military and industry In addition the contributors include information concerning healthcare organizations and their delivery of vital services Each illustrative example reviews the lessons learned and the principles and the findings that were most influential when composing and managing a particular work team International in scope the volume clearly shows what it takes for team based organizations to excel in the 21st Century A division of the American Psychological Association and established in 1945 the Society for Industrial and Organizational Psychology SIOP is the premier association for professionals charged with enhancing human well being and performance in organizational and work settings SIOP has more than 7 000 members **Index Medicus**, 2004 Vols for 1963 include as pt 2 of the Jan issue Medical subject headings Studyguide for Customer Service Delivery Cram101 Textbook Reviews, 2008-08 Never HIGHLIGHT a Book Again Virtually all of the testable terms concepts persons places and

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