

CUSTOMER SERVICE

A Practical Approach

SIXTH EDITION



ELAINE K. HARRIS

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Crisis Management in the Food and Drinks Industry: A Practical Approach Colin Doeg, 2006-06-18 Few titles could be timelier than the second edition of Crisis Management in the Food and Drinks Industry A Practical Approach The world is worrying about a human pandemic arising from the avian flu epidemic that is spreading from the Far East the implications of which could be as great for the food industry as were the outbreaks of foot and mouth disease and BSE This practical and greatly expanded edition by media and public relations veteran Colin Doeg focuses on the communications aspects of dealing with a crisis It is global in its coverage of the subject reviewing practices and requirements in countries ranging from the USA and the UK to Australia and New Zealand Doeg offers advice ranging from preparing for the unthinkable to the dramatic expansion of the Internet avoiding being caught off guard by a situation the ramifications of product tampering and managing an actual crisis Advice is also offered on dealing with extremist organizations and terrorist threats as well as bioterrorism a clear and present danger and a number of problems facing the food industry including the practice of selling meat unfit for human consumption and the threat posed by the increasing toxicity of fish due to the rising pollution of the world's oceans In a special late chapter written only three months before publication the author looks ahead to events which he believes will shape the world of crisis management in the future including the empowering influence of the Internet during the 2004 Asian Tsunami the discovery of the illegal dye Sudan 1 Red in millions of food products and the fears of a pandemic arising from the spreading outbreak of avian flu Examples of typical documents like a crisis plan for a business a crisis checklist a press release announcing a product recall an announcement to employees and a checklist for anyone dealing with a threatening phone call are provided Also included is a list of sources of information and assistance in the event of a product crisis Crisis Management in the Food and Drinks Industry is the only title dealing specifically with this crucial

subject in relation to the food industry As such it is relevant not only to those in the food industry but also to marketing and senior management in general in the fields of agriculture public health and law enforcement **A Practical Approach to Software Quality** Gerard O'Regan,2002-06-13 A brief but comprehensive introduction to the field and pragmatic guidance on the implementation of a sound quality system in the organization It provides an enhanced knowledge of software inspections metrics process involvement assessment of organization problem solving customer satisfaction surveys the CMM SPICE and formal methods Sample material on software inspections metrics and customer satisfaction can be adapted by readers to their respective organizations In addition readers will gain a detailed understanding of the principles of software quality management and software process improvement Concepts can then be readily applied to assist improvement programs within organizations **Studyguide for Customer Service** 3rd Edition Harris,Cram101 Textbook Reviews,2006-10 Never HIGHLIGHT a Book Again Virtually all of the testable terms concepts persons places and events from the textbook are included Cram101 Just the FACTS101 studyguides give all of the outlines highlights notes and quizzes for your textbook with optional online comprehensive practice tests Only Cram101 is Textbook Specific Accompanys 9780130978530 *Service Design for Business* Ben Reason,Lavrans Løvlie,Melvin Brand Flu,2015-11-18 A practical approach to better customer experience through service design Service Design for Business helps you transform your customer s experience and keep them engaged through the art of intentional service design Written by the experts at Livework this practical guide offers a tangible effective approach for better responding to customers needs and demands and provides concrete strategy that can be implemented immediately You ll learn how taking a design approach to problem solving helps foster creativity and how to apply it to the real issues that move businesses forward Highly visual and organized for easy navigation this quick read is a handbook for connecting market factors to the organizational challenge of customer experience by seeing your company through the customers eyes Livework pioneered the service design industry and guides organizations including Sony the British Government Volkswagen Procter Gamble the BBC and more toward a more carefully curated customer experience In this book the Livework experts show you how to put service design to work in your company to solve the ongoing challenge of winning with customers Approach customer experience from a design perspective See your organization through the lens of the customer Make customer experience an organization wide responsibility Analyze the market factors that dovetail with customer experience design The Internet and other digital technology has brought the world to your customers fingertips With unprecedented choice consumers are demanding more than just a great product the organizations coming out on top are designing and delivering experiences tailored to their customers wants Service Design for Business gives you the practical insight and service design perspective you need to shape the way your customers view your organization *Training Library Staff and Volunteers to Provide Extraordinary Customer Service* Julie Todaro,Mark Smith,2006 A guide to training library staff that covers customer service essentials general training guidelines preparation

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