UNCOMMON SERVICE



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Uncommon Service makes one especially good point, which is that the customer service experience involves trade offs, where you can do some things well, but not all. While this is an important point, the remainder of the book tends to fall increasingly flat, with fewer additional ideas that could be considered new and unique. http://ebookslibrary.club/download/Uncommon-Service--How-to-Win-by-Putting-Customers-at-the--.pdf

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Uncommon Service is a joy to read and a treasure to study. The authors provide both theories of how great service works and case studies that demonstrate how to make it happen. Always intuitive, never patronizing, and really smart, Uncommon Service will help

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