

## Raving Fans! (Paperback)



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### ***Reviews***

*A brand new eBook with a brand new point of view. It is rally fascinating throgh reading through time period. You will like the way the article writer compose this ebook.*




*(Ciara Senger)*

## RAVING FANS! (PAPERBACK)



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HarperCollins Publishers, United Kingdom, 2012. Paperback. Condition: New. New edition. Language: English . Brand New Book. With a new foreword by Ken Blanchard A straightforward and snappy guide to successful customer service from the author of the bestselling The One Minute Manager. Raving Fans, in a nutshell, is the advice given to a new Area Manager on his first day - in an extraordinary business book that will help everyone, in every kind of organisation or business, deliver stunning customer service and achieve miraculous bottom-line results. Raving Fans is written in the parable style of The One Minute Manager and uses a brilliantly simple and charming story to teach how to define a vision, learn what a customer really wants, institute effective systems, and make Raving Fan Service a constant feature - not just a passing fad. Business is in the midst of a service crisis that has left millions of disillusioned customers in its wake. Raving Fans includes startling new tips and innovative techniques that can help anyone create a revolution in any workplace - and turn their customers into raving, spending fans.

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