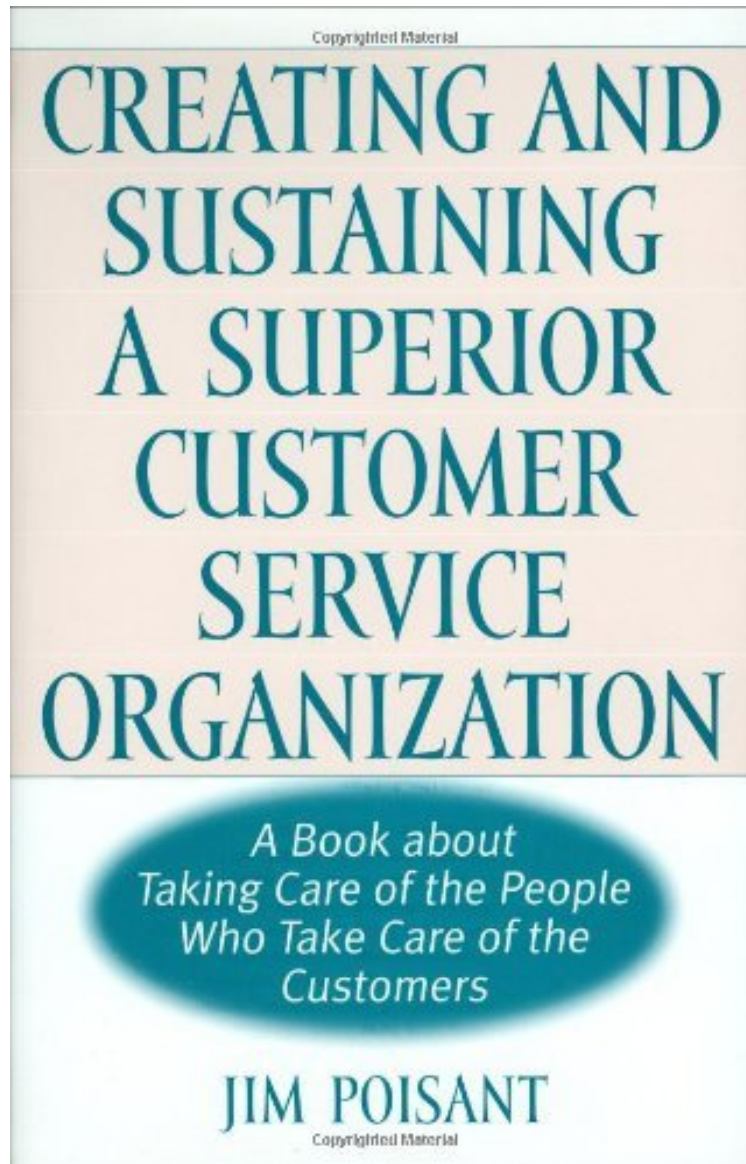


[Free download] Creating and Sustaining a Superior Customer Service Organization: A Book about Taking Care of the People Who Take Care of the Customers

Creating and Sustaining a Superior Customer Service Organization: A Book about Taking Care of the People Who Take Care of the Customers

James Poisant

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James Poisant : Creating and Sustaining a Superior Customer Service Organization: A Book about Taking Care of the People Who Take Care of the Customers before purchasing it in order to gage whether or not it would be worth my time, and all praised Creating and Sustaining a Superior Customer Service Organization: A Book about

Taking Care of the People Who Take Care of the Customers:

0 of 0 people found the following review helpful. Five Stars
By Andre Plessis
This is absolutely a fantastic book on customer service!
1 of 1 people found the following review helpful. Keep In Arms Reach
By Daniel S. Parker
Drawing on his real world experience, Poisant explains to managers in clear and simple language a way to gain a competitive advantage in any industry where company employees interact with the customer. His book taught me that, by management treating the people that serve as the interface to their service organization as their top priority; performance, productivity, and customer satisfaction goals will fall right into line. This serious, yet heart warming read, could serve as a quick reminder to all levels of management about the value and treatment of the front line. I place this book in arms reach beside Blanchard and Bowles' "Gung Ho".
1 of 1 people found the following review helpful. It works!
By Customer
In this book, Jim Poisant draws on his many years of experience in business to describe point by point what a company needs to do in order to put the customer first. Poisant used to work for Disney as the person who would train groups of executives visiting Orlando in the "Disney Way." This book summarizes the key lessons that he learned at Disney and the other leading customer-service organizations of which he has been a part, including his own company, which is a leading provider of world-class events.

Poisant reveals the secrets of superior customer service organizations. He redefines the role of management and organizations, taking the reader on a journey and discovering the true nature of superior managers and organizations. Those in management positions who seek to understand how to better motivate their employees and better serve their customers will find the answers they are searching for in these pages. Managers will relearn nearly everything they have been taught about the profession of management. Redefining the criteria of power and success, Poisant supplies a blueprint for survival in a competitive environment. Anyone charged with the management of others will find the approach valuable, as will students and scholars of management.

"From Disney to EDS to the Olympics, Jim's practical approach to achieving astonishing customer service is inspiring!" -William Marre, Co-Founder Covey Leadership Center
"The management principles Jim Poisant writes about really work. I have seen him put them in action at the 1998 World Congress and two Global Internet Summits." - Alfred Berkeley, Vice Chairman Nasdaq Stock Market
"This is not a book for people who want to learn about managers, rather it is a book for managers who need to understand people, and who will discover that corporate success ultimately depends on leaders who put a premium on better service to people." -Jack Marsh, Attorney at Law Former Secretary of the United States Army
"At a time when there is overpowering emphasis on companies by Wall Street and investors, it is good to see that someone is still really focused on what counts in business and that is CUSTOMERS and EMPLOYEES. Poisant does an excellent job of putting that focus into perspective for the reader." - Les Alberthal Retired Chairman and CEO, EDS
"Jim Poisant has written a fascinating book that explains how to put customers at the very center of the organizations that seek to serve them. As one of Jim's many satisfied customers, I recommend this book to anyone who wants to build an organization that puts customers first. It works!" -Mark Grady, Dean George Mason University School of Law
"I found the book to be a terrific combination of time honored management principles and innovative new ideas! Clearly it would be a valuable resource for students of management and new managers, an enjoyable refresher to the seasoned manager and a guidebook to anyone trying to improve the performance of even the most successful of service organizations. I have seen the valuable results that can be achieved from applying the ideas and practices." -Bob Laurence, Chairman Emeritus The World Information Technology Services Alliance (WITSA)
About the Author
JIM POISANT is President/CEO of Poisant International, LLC, a management consulting firm specializing in senior level international congresses and summits that focus on Information Technology. He was the founding manager for the Walt Disney World Co.'s business seminar division. In addition, Poisant is Associate Visiting Professor at the School of Management at George Mason University and was the founding first manager of Business Seminars for the Walt Disney Co.