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SBGU 4, Customer Service: Customer Satisfaction is Worthless...., pgs 120-122 ~~Keynote Speaker: Jeffrey Gitomer • Presented by Speaking Jeffrey Gitomer - Speaker on Sales and Customer Service~~ Beyond

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Traditional Customer Satisfaction

Surveys *The Customer Experience*

Quote book - James Dodkins - 7 min

video for a fantastic CX workshop intro

~~Friday Focus Forum - Ep18 -~~

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*Make Money And Build Wealth Doing
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The importance of measuring
customer satisfaction
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Measure Customer Satisfaction And
Loyalty The Three C's of Customer
Satisfaction Jeffrey Gitomer on Having*

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a Yes Attitude I Was Seduced By
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WORKS! The Famous Little Red Book
That Makes Your Dreams Come True!
Law Of Attraction How To Make Your
Customers Happy \u0026 Satisfied
Customer Service Vs. Customer

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Experience The Secret of Getting All the Referrals You Could Ever Hope For | Jeffrey Gitomer | Sales Tools

"I want to think about it." "I want to think it over." Crap! | Sales Training
~~The Two Most Important Words In Sales~~ *Top 10 Best Must-Read Books for Real Estate Agents from Kevin*

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Customer Relationship Between Service Quality \u0026amp; *Customer Satisfaction*
Sales Training - Closing the sale -- the definitive answers you won't like. *How to Increase Customer Satisfaction and Sales* Jeffrey Gitomer
~~*Toughlove Sales - Mille Aldea*~~ *How To Measure Customer Satisfaction*

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Extract Emails And Make Money How
to Increase Customer Satisfaction,
Brand Loyalty, and Gain Upsells How
to Deal with Difficult People | Jay
Johnson | TEDxLivoniaCCLibrary
~~FP360 #149: How to Improve Your
Sense of Humor, 3 Tips in less than 60~~*

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~~seconds The Principles Of Sales
Greatness Customer Satisfaction Is
Worthless Customer~~

Sales guru Jeffrey Gitomer's book,
CUSTOMER SATISFACTION IS
WORTHLESS: CUSTOMER
LOYALTY IS PRICELESS, details
these and many other differences that

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are critical to your business. The beautiful thing about it is, mediocre, or even less than mediocre has become the norm, so when you make just minimal effort at building customer loyalty, your business will literally stick out like a sore thumb.

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Customer Satisfaction is Worthless,
Customer Loyalty is Priceless. : To
longtime sales and customer-service
pro Jeffrey Gitomer, boasting about a
near-perfect customer-satisfaction
rating of 97.5...

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Satisfaction is worthless, loyalty is
priceless: 5 keys for loyal customers.

By. Donna Peeples. -. April 15, 2016.

1. 7,023 views. Tweet. Customer
loyalty is built upon consistently

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Customer Loyalty Is Priceless
positive, high-value experiences with a brand, often exceeding customer expectations.

Satisfaction is worthless, loyalty is priceless: 5 keys ...

Book Review: Customer Satisfaction is Worthless, Customer Loyalty Is

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Priceless. We all say that we love our customers and always do the best we can for them. Of course we do! Our “customer satisfaction” scores are high! Jeffrey Gitomer’s customer service manifesto Customer Satisfaction is Worthless, Customer Loyalty Is Priceless teaches exactly

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why the “satisfaction” mindset is a lie and why customer loyalty is what matters to your long-term business success.

Book Review: Customer Satisfaction is Worthless, Customer ...

A TCI Book Review. Customer

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Customer Loyalty is WORTHLESS:

Customer Loyalty is Priceless. Jeffrey Gitomer. Bard Press, Austin, Texas, 1998, ISBN 1-885167-30-X. Subtitled "How to make customers love you, keep them coming back, and tell everyone they know", Gitomer's book holds that traditional customer

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Customer measures are essentially meaningless.

Customer Satisfaction is WORTHLESS, Customer Loyalty is ...
Most companies mistakenly measure customer satisfaction ratings instead of customer loyalty. Satisfaction

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Customer ratings may be as high as 97%, but that still means that 3% of your customers are free agents in the marketplace. They will shop anywhere. They may be satisfied, but that does not mean they are loyal.

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Customer Loyalty Is...

Customer Satisfaction is Worthless

November 23, 2011 - By Flavio

Martins. Customer Satisfaction and anything related to “satisfaction” is terrible. It drives me nuts! How about you post a sign saying: “Ok folks! Let’s go for mediocre today.”

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AUTOGRAPHED. \$ 30.00. Quantity. A
timeless classic about the value of a
loyal customer.

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Sales guru Jeffrey Gitomer's book, CUSTOMER SATISFACTION IS WORTHLESS: CUSTOMER LOYALTY IS PRICELESS, details these and many other differences that are critical to your business. The

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Beautiful thing about it is, mediocre, or even less than mediocre has become the norm, so when you make just minimal effort at building customer loyalty, your business will literally stick out like a sore thumb.

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Customer Loyalty Is... Is

satisfaction is worthless whereas

Customer loyalty is priceless 5.

Businesses should focus their efforts on creating loyal customers that are sticky and not easily

(PDF) Customer Needs and Customer

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Customer Loyalty Is

Here's Why Customer Satisfaction Is

PRICELESS. Written by Sean

McPheat |. I've just finished reading

Jeff Gitomer's book "Customer

Satisfaction is Worthless, Customer

Loyalty is Priceless" and I'd really

recommend you get a copy if you're in

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customer service. It offers some interesting insights into service and some great stories that resonate in many areas.

Here's Why Customer Satisfaction Is WORTHLESS - MTD Sales ...
Find helpful customer reviews and

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Customer ratings for Customer

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Loyalty is Priceless at Amazon.com.

Read honest and unbiased product reviews from our users.

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Customer Satisfaction is Worthless is a book I look at often and reference in conversations with business owners, marketing professionals, and those involved in strategic planning for organizations. I wouldn't go so far as to call this the 'bible', but it's a book you must read if you're looking to grow

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