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Loyal for Life

John Tschohl

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Loyal for Life

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Loyal for Life John Tschohl
Loyal for Life is the service recovery bible. It teaches you how to take unhappy customers from hell to heaven in 60 seconds or less. Every company, –no matter how excellent their products or employees, –occasionally makes a mistake. How those companies and their employees respond to those mistakes is what separates successful costumer service driven organizations from the rest of the pack. Loyal for Life will stretch the reader’s concept of service recovery, empowerment, and customer service to a whole new level.

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