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L Cohen



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Strategic Customer Management Adrian Payne, Pennie Frow, 2013-03-28 Relationship marketing and customer relationship management CRM can be jointly utilised to provide a clear roadmap to excellence in customer management this is the first textbook to demonstrate how it can be done Written by two acclaimed experts in the field it shows how an holistic approach to managing relationships with customers and other key stakeholders leads to increased shareholder value Taking a practical step by step approach the authors explain the principles of relationship marketing apply them to the development of a CRM strategy and discuss key implementation issues Its up to date coverage includes the latest developments in digital marketing and the use of social media Topical examples and case studies from around the world connect theory with global practice making this an ideal text for both students and practitioners keen to keep abreast of changes in this fast moving field

Gower Handbook of Customer Service Peter Murley, 1997 This new Gower Handbook covers an area of management that is now regarded as fundamental to the success of any organization whether it is in the private or the public sector A team of experienced professionals and practising managers have pooled their expertise to provide nearly 50 chapters of current best practice in all aspects of customer service management making this a valuable addition to the renowned Gower Handbook series

Branded Customer Service Janelle Barlow, Paul Stewart, 2006-09-14 Branding is an integral part of modern business strategy But while there are dozens of books on branding products and marketing campaigns nobody has applied the logic and techniques of branding to customer service until now Branded Customer Service is a practical guide to moving service delivery to a new level so that brand reinforcement occurs every time customers interact with organizational representatives Janelle Barlow and Paul Stewart show how to infuse an entire organization with brand values and create a recognizable style of service that reflects brand promises and brand images

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