



Monitoring, Measuring, and Managing Customer Service

Gary S. Goodman

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Excellent customer service does not come about by accident. It is a learnable set of behaviors that can be monitored, measured, and managed. Drawing from his highly successful seminars and training programs, Gary S. Goodman presents a surefire system for building a first-class customer service department.

Goodman identifies the behaviors that constitute top-level service, examines the results that kind of service produces, and shows how to measure it in terms of daily customer satisfaction. He provides managers with specific guidelines for developing, sustaining, and rewarding high levels of service from their customer service reps--with emphasis on telephone contact, the primary link to customers for most companies.

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