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# Moments of M★gic



SHEP HYKEN

# Moments Of Magic Shep Hyken

**Shep Hyken**



## **Moments Of Magic Shep Hyken:**

**Moments of Magic** Shep Hyken, 1993      **Yearbook of Experts, Authorities & Spokespersons - 2011 Edition** Mitchell P. Davis, 2010-06 Yearbook of Experts is America's favorite newsroom resource requested by tens of thousands of journalists

**The Cult of the Customer** Shep Hyken, 2020-03-17 In today's competitive business climate you can't just satisfy your customers. You have to be better than that by giving them experiences that they won't forget. Author Shep Hyken has spent thirty years studying great companies and the evangelists they create. In *The Cult of the Customer* Hyken shows how to design a strategy that leads both customers and employees through five distinct cultural phases from uncertainty to amazement. By presenting dozens of case studies that show how great companies made this journey, Hyken identifies the critical internal and external changes that allowed them to build a Cult of the Customer and shows how you can do it too. Hyken's message is both powerful and timely: the happier your customers and employees are, the more successful your company will be. *The Cult of the Customer* is your guide to creating a customer-focused culture that turns satisfied customers into customer evangelists.

**The Loyal Customer** Shep Hyken, 1999      **Marketing the Church: How to Communicate Your Church's Purpose and Passion in a Modern Context** Michael Daehn, 2011-05 This book by Michael Daehn, author of *The Seven Keys to Marketing Genius*, shows churches how to effectively communicate their purpose and passion in a modern context and sell the Gospel without selling out. *Marketing the Church* shows you how to use marketing to become more effective at communicating with people. The stakes are high for churches because the product is a message of hope. That message brings people into relationship with God, grows His kingdom, and enables the Christian to be faithful to the great commission. Learn more at [MichaelDaehn.com/books](http://MichaelDaehn.com/books)

**I'll Be Back** Shep Hyken, 2021-09-21 How do you build a business that thrives during good times and bad? Is there a strategy that can set up your company up for success no matter what curveballs the world may throw your way? There is. Turn customers into repeat customers and turn repeat customers into loyal customers. Renowned customer service and experience expert Shep Hyken maintains that delivering an amazing customer service experience that keeps customers coming back for more is everyone's job. Customer service is not a department. It's not just for people on the front lines. It's the responsibility of everyone in the organization, from the CEO or owner of a business to the most recently hired employee. It's the result of a customer-focused philosophy that must be baked into the culture. And it is what separates you from your competition. In *I'll Be Back* you will learn how to design and create an experience that gets customers to return again and again. The one trackable trend that leaders must monitor every morning. The difference between repeat customers and loyal customers. How to build the *I'll Be Back* culture. How delivering an amazing customer experience is within the reach of every organization. The two simple words that are the secret to every customer service program. Why most loyalty programs fail to create customer loyalty. How to personalize the customer experience. Why setting up or expanding self-service and digital customer service choices is a must, not an option. Ten

loyalty killers that can terminate your relationship with your customers And much more This book includes the must have tools tactics and strategies you need to get your customers to say I ll be back      **The Amazement Revolution** Shep Hyken,2011 What is the amazement revolution It is the culture that can drive any organisation from one employee to tens of thousands to focus completely on delivering an amazing customer service experience In this sequel to the Wall Street Journal best selling book The Cult of the Customer Shep Hyken shares seven powerful strategies that any organisation can implement to create greater customer and employee loyalty In a tough competitive and price sensitive economy customer service is one of the most essential tools to separate your business from the competition These strategies work as evidenced by the more than seventy case studies and examples that Hyken shares throughout the book These examples provide dozens of lessons that can and should be implemented immediately Corporate and industry clients from all over the world have tapped into the expertise of Shep Hyken His client list is a who s who in the business world As an author and speaker Hyken is known for his simple and direct strategies that help his clients build successful customer focused organisations      **Amaze Every Customer Every Time** Shep Hyken,2013-09-03 You must deliver an amazing customer experience Why It is the competitive edge of new era business in any market and any economy Renowned customer experience expert Shep Hyken explains how consistently amazing customers through stellar service can elevate your company from good to great All transformations require a role model and Shep has found the perfect role model to inspire your team Ace Hardware Ace was named as one of the top ten customer service brands in America by Businessweek and ranked highest in its industry for customer satisfaction Through revealing stories from Ace s over the top work with customers Shep explores the five tactical areas of customer amazement leadership culture one on one competitive edge and community Delivering amazing service requires everyone in your organization to step up and be a leader It doesn t take a title It takes the right set of tools and principles To help you empower employees at all levels Shep brings the content to a deeply practical level His 52 Amazement Tools like Ask the extra question and Focus on the customer not the money are simple clear useful for almost anybody and supported with compelling research and stories Between these covers you will find the tools and tactics you need to transform your company into a seriously customer focused operation that will amaze every customer every time      **The Convenience Revolution** Shep Hyken,2018-10-02 Convenience is King When you make it easier for customers to do business with you they will reward you with their money their loyalty and their referrals There s a reason they call it a convenience store because it s convenient When you have to pick up a gallon of milk would you rather stop by a large supermarket or a 7 Eleven Customers who shop at convenience stores know the selection is smaller and the prices are often higher yet they still come in droves because of the ease of purchase What about the minibar in your hotel room That s convenient too but the convenience comes at a cost Did you ever stop to think that the same 5 00 can of Coca Cola in the hotel s mini fridge can be bought down the hall from the vending machine for just 1 25 Yet even with that can of Coke being

four times more expensive hotels are restocking minibars every day Customers will pay for convenience And they ll choose to do more business over time with the people and companies that make their lives more convenient Whether you re trying to out service a competitor or disrupt an entire industry creating less friction and being more convenient for your customers should be your strategy When you raise the convenience bar you create the next level of amazing customer experience This book shows you how to leverage convenience as a powerful way to differentiate yourself from your competition You ll learn six compelling strategies supported by numerous examples and case studies that will fuel your plan to create a focus on convenience for your customers The value proposition is both simple and profound when you reduce friction and make it easier for customers to do business with you they ll reward you with their money their loyalty and their referrals That s the advantage of being a part of The Convenience Revolution

**How to Talk to Customers** Diane Berenbaum, Tom Larkin, 2011-01-07 Filled with case studies and anecdotes How to Talk to Customers demystifies the most critical aspect of customer service conversations employees have every day with customers In this must have resource Diane Berenbaum and Tom Larkin outline a proven system based on their MAGIC customer service training program MAGIC which stands for Make A Great Impression on the Customer can help anyone become the type of communicator that makes their customers feel special For more on this book visit [www.howtotalktocustomers.com](http://www.howtotalktocustomers.com)

**CUSTOMER EXPERIENCE UNEARTHED** Julien Rio, 2023-11-30 Have you ever paused to consider the Customer Experience from the consumer s viewpoint It s easy to forget while ensconced in professional roles that we are also everyday customers navigating an array of experiences both delightful and disheartening This book invites you on a revelatory journey seeing the world through the eyes of genuine customers Eschewing complex journey mapping we zero in on the authentic human experience Featuring 40 powerful stories from the CX Therapy series this guide uncovers frequent hiccups in customer journeys and arms you with practical solutions An essential read for anyone committed to elevating simple transactions into memorable experiences Why is this a book you should add to your shelf At the heart of every successful business lies a deep understanding of its customers Yet in the fast paced modern business world professionals often become insulated from the genuine ground level experiences of their consumers Here s why Customer Experience Unearthed is an indispensable read for anyone seeking to bridge this gap and truly comprehend the consumer journey

- 1 Experience the Customer s Reality This book doesn t just talk about Customer Experience from a corporate boardroom perspective It dives deep into the world of the consumer By reading you ll step into the shoes of real customers and witness their highs and lows enabling you to gain an authentic perspective of prevailing Customer Experience gaps It serves as a poignant reminder that behind every feedback complaint or praise there s a genuine human experience awaiting attention
- 2 Concrete Strategies Over Theories While there s no shortage of literature that discusses the importance of Customer Experience few provide actionable practical solutions grounded in real world experiences This guide enriched with 40 relatable stories from the CX Therapy series doesn t just highlight problems it

equips you with tangible strategies

### 3 Connect the Dots for a Holistic Understanding

Every touchpoint in a customer's journey contributes to their overall experience. Recognizing this, the book provides an immersive exploration into various steps of the customer journey. Rather than being siloed, you'll see how these steps interlink, amplifying the importance of each in constructing an impeccable overall experience. By understanding the full spectrum, businesses and professionals can better anticipate customer needs and craft journeys that truly resonate.

What experts say about it: Whether you're a jaded consumer seeking to understand why businesses fail, you a CEO with a desire to shift your company's perspective, or a CX professional looking for fresh ideas, this book is your go-to resource.

Julien's *Customer Experience Unearthed* is exactly what the doctor ordered for anyone and everyone involved in creating customer experiences.

Shep Hyken: The stories that form the basis for *Customer Experience Unearthed* resonate with us all: bad customer experiences. The magic of Julien Rio's telling of these too familiar tales is in the tactics each chapter offers on how to correct the core issues that led to customer service failure.

Whether you are a customer service manager, a product manager, a contact center agent, or a senior executive, this book offers practical advice on how to create the customer happiness that each business strives to deliver.

Sheila McGee Smith: We all as consumers want to be heard and understood. In fact, empathy and proactivity have become key skills when it comes to having digital customer conversations, and they are also pillars of this book.

Page after page, Julien provides vivid case examples of major customer experience hiccups and gaps with a constructive goal showing where most pain points lie to help companies improve and remove them. That's why *Customer Experience Unearthed* is more than just a book; it's an actionable guide for organizations willing to question themselves to improve.

Paolo Fabrizio: This book emerges as a crucial resource for Customer Experience professionals, emphasizing the underutilized force of storytelling. It does not merely preach the utility of storytelling; rather, it embodies it, illustrating its principles through clear, compelling narratives that resonate with professionals in the field.

The author's expertise shines through as they offer not only an understanding of storytelling's power but also practical solutions and creative ideas to tackle the complex issues CX professionals face.

This book is more than an instructional guide; it is an inspiration encouraging the integration of storytelling into the CX toolkit to create impactful and memorable customer experiences.

Michael Brandt: The prose is sparkling; the articulation is clear, and there's nuance in Julien's observations that respects the complexity of the CX field. A valuable real-world listing of possible solutions that lifts the book above the realm of complain porn and into one of use value to the Reader.

So if you have customers and have some level of interest in what they think or how they feel when they interact with you, then enjoy this book.

Daniel Ord: About the author, Julien Rio is the co-founder of CX Therapy, a vlog series launched in 2021 with Max Ball that explores real-world customer experiences across various sectors.

A Certified Customer Experience Professional (CCXP), Julien brings 15 years of marketing expertise from both Asia and Europe to his work.

**Superstar Customer Service**

Rick Conlow, Doug Watsabaugh, 2013-11-25: Are you worried that your customers are trying to survive tough times by seeking better deals from

your competitors Are you having an even tougher time finding new customers for your product or service Superstar Customer Service follows Superstar Leadership and Superstar Sales three titles aimed straight at achieving the highest levels of performance in these three essential areas Customer service may be one of the most demanding and difficult jobs you ll ever have but it has the potential to make you a Superstar Develop your skills manage yourself master your ability to address the relationship problems experienced by your company and you can go anywhere you want to go Job satisfaction success and personal accomplishment are all within your grasp This book is organized as a month long journey of improvement and discovery Each chapter is a daily lesson with a core concept skill development idea and resources to support your practice and application of the lesson Superstar Customer Service will help you distinguish yourself as someone who can get things done It may very well help you forge a new pathway in your career that is far beyond anything you previously imagined

**It's Not Who You Know -- It's Who Knows You!** David Avrin,2009-10-29 Raise your profile and get the attention you deserve or your business your brand or yourself Almost everyone who runs a business recognizes the value of generating high profile attention for their company product or service Unfortunately the high cost of hiring an outside marketing or PR firm can put these kinds of efforts out of reach for many small businesses and individual professionals In his new book It s Not Who You Know It s Who Knows You noted speaker and visibility expert David Avrin shows you how to craft build and promote your own brand and win the eyes and ears of the marketplace This book offers a refreshing new perspective on marketing PR and strategic branding while giving you the tools and creative advice you need to solidify your market niche by differentiating yourself from the competition crafting a truly marketable and promotable brand and raising your visibility If you want to get noticed and turn the spotlight on your business by becoming more newsworthy this is the only resource you need Offers refreshingly creative and eye opening strategies and tactics on marketing and promoting your business Author David Avrin is a renowned marketing PR and branding speaker and expert and also the author of The 20 Best and Worst Questions Reporters Ask and The Gift in Every Day Little Lessons on Living a Big Life Helps you define and refine your message to consumers to get more attention from the media The perfect marketing and PR guide for America s 30 million small businesses Gets results without the high price of marketing and PR professionals The strategies and tools here will help you discover and promote what is truly unique about your business and brand with a renewed sense of purpose and a clearer more effective direction

**The 7 Stages of Small-Business Success** Carl L. Gould,2010 The personality of a business will mirror the personality of its owner While no one person is all things to all people its business MUST be all things to all of its customers or you risk losing them to your competition This in a nutshell is the single most influential factor in the success of your business Understanding your personality and how it impacts your business will give you great insight as to where to place your focus on any given time Survival in today s economic climate requires you to develop strategies for upmarkets down markets and sidewaysrending market conditions The 7 Stages of

Small Business Success is written as a roadmap for any entrepreneur to reach his or her ultimate destination We are in the midst of a massive financial meltdown and the most volatile economical conditions the world has ever known This climate has also produced the greatest opportunity you will ever know in your lifetime Successful companies from all around the world have learned how to leverage the methods in this book so they are in control of their destiny and not at the mercy of the economy Choose your stage sharpen your focus and take back control right now Secret Service John R. DiJulius III, 2003-01-28 Either you can decide to compete on price alone and pray you can maintain a cost structure to generate a profit or you can provide magical moments that create value for your guests Throughout Secret Service DiJulius demonstrates how to transform bland customer service standards into memorable customer experiences from the foreword by Bill Capodagli and Lynn Jackson coauthors of The Disney Way and Every Business Is Show Business How many successful businesses provide the kind of unforgettable client experience that keeps customers coming back time after time and year after year John DiJulius has built his award winning business around a customer service approach that has earned comparisons to Disney Nordstrom and other legendary customer experience pioneers In Secret Service DiJulius reveals how to develop behind the scenes systems that will enable your business to develop a great corporate culture that shows in the dedication and passion of your front line people go deeper with your existing customers turn complaints into positive experiences make each customer feel welcome comfortable important and understood DiJulius will teach you all the techniques that have catapulted his business to the top making him one of the most sought after service experts in America By quantifying and examining each phase of the Customer Experience Cycle Secret Service reveals clever practical ideas that can be transformed into repeatable best practices in any organization and at every level Packed with examples applicable to a wide range of industries this book provides practical realistic ways to reap the benefits of greater customer loyalty exponentially expanded referral networks lower employee turnover and stronger bottom line results Reimagining Customer Service in Healthcare Jennifer L. FitzPatrick, MSW, CSP, 2023-02-28 Do you look forward to your next hospitalization or medical procedure If not you are far from alone Very few people enjoy needing a doctor physical therapist or other healthcare provider Even fewer look forward to needing a hospital assisted living home health or hospice services for themselves or their loved ones Dread of interacting with the healthcare system has skyrocketed because of the pandemic Distrust in public health officials and agencies is at an all time high Patients have died alone in the hospital because of ongoing COVID 19 policies Some outpatient health and mental health providers still refuse to see patients in person Prior to March 2020 patients dreaded the thought of needing healthcare services Now several years after waiting for things to get better they hate the thought of needing these services even more Reimagining Customer Service in Healthcare helps leaders and clinicians transform their organizations with simple creative strategies The results Previously reluctant uneasy and resistant patients clients and family caregivers become less stressed and more trusting **The Employee Assistance**



**Program Management Yearbook** Jennifer L. DeFalco, 2001

**Summary: Amaze Every Customer Every Time**

BusinessNews Publishing, 2014-10-28 The must read summary of Shep Hyken's book Amaze Every Customer Every Time 52 Tools for Delivering the Most Amazing Customer Service on the Planet This complete summary of the ideas from Shep Hyken's book Amaze Every Customer Every Time shows how you have a competitive edge when you amaze your customers every time they deal with you regardless of the state of the economy or the dynamics of the marketplace in which you operate In his book the author explains that there are five elements that are necessary for creating customer experiences that amaze great leaders culture tools service and community This summary details each of these elements and provides advice on exactly how to improve them Added value of this summary Save time Understand key concepts Expand your knowledge To learn more read Amaze Every Customer Every Time and discover the key to leaving customers amazed after every interaction

*Official Gazette of the United States Patent and Trademark Office*, 2004

**Be Amazing or Go Home** Shep

Hyken, 2019-10-01 Want to amaze your customers impress the people you work with and outshine your competition Going from average to amazing isn't an out of reach goal In fact amazement is a habit that anyone can master and Shep Hyken knows the tricks to making it your own In Be Amazing or Go Home Shep shares the secrets behind making his motto Always Be Amazing an everyday lifestyle and shows how you too can become exceptional in business and in life Drawing on the routines of incredible people Shep demonstrates simple practices that can elevate your game including Showing up ready to be amazing Being proactive Craving feedback Taking responsibility Embracing authenticity Focusing on excellence Turning misery into magic Once you master these habits you'll be able to create trust build stronger relationships make sales advance your career and more Now is the time to step out of the ordinary and step into amazing

Delve into the emotional tapestry woven by Emotional Journey with in Experience **Moments Of Magic Shep Hyken** . This ebook, available for download in a PDF format ( \*), is more than just words on a page; it's a journey of connection and profound emotion. Immerse yourself in narratives that tug at your heartstrings. Download now to experience the pulse of each page and let your emotions run wild.

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## **Moments Of Magic Shep Hyken Introduction**

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