

# WHAT DOES CUSTOMER MANIA MEANS?

- CUSTOMER MANIA IS A TRAINING PROGRAMME
- IT IS NOT JUST AN IDEA,IT IS A MIND SET
- IT'S ABOUT THINKING LIKE OUR CUSTOMERS AND WINNING THEIR LOYALTY.
- THE SYSTEM BASED ON CUSTOMER SATISFACTION.

# Customer Mania

**David Novak, John Boswell**



## **Customer Mania:**

**Customer Mania!** Kenneth H. Blanchard, Jim Ballard, Fred Finch, 2004-11-15 From one of America's biggest bestselling authors and inspiring business speakers comes the key to creating a people oriented performance driven customer first organization

**Customer Mania!** Kenneth H. Blanchard, 2004 Customer service is the single most pressing problem for business managers and people in any service or sales operation especially at the retail level In fact many experts believe that you build a business from the customer up In Customer Mania Ken Blanchard one of America's biggest bestselling authors and inspiring business leaders writes of the key to customer service creating a people oriented performance driven customer first organization Along with coauthors Jim Ballard and Fred Finch Blanchard explains why the customer is the right starting place from which to build a successful business By drawing on examples from the world's largest restaurant company Yum owner of KFC Taco Bell Pizza Hut Long John Silver's and A W Restaurants the authors explain how any company large or small can develop a unified people first customer oriented culture

**Summary: Customer Mania** BusinessNews Publishing, 2013-02-15 The must read summary of Ken Blanchard Jim Ballard and Fred Finch's book Customer Mania It's Never Too Late to Build a Customer Focused Company This complete summary of the ideas from Ken Blanchard Jim Ballard and Fred Finch's book Customer Mania shows that to succeed in business today you have to provide consistently great customer service In other words unless you have a unified people first customer oriented culture it will be difficult to build your business going forward Fortunately any company large or small can achieve this Note that you can't build a customer focused company by emphasizing the results that you want to achieve This is the equivalent of putting the cart before the horse When you focus on results getting people to do the right thing will be an effort people will have to be convinced that's the right way to go A much more effective idea is to concentrate on building your people first and then they will just naturally take care of the customer in the ways you prefer Get your people acting with passion and commitment and everything else will just naturally fall into place With astute management you'll even be able to create a self perpetuating cycle where the work feeds the energy of the people involved which in turn means the work gets done better leading to increased levels of energy in the future and so on Added value of this summary Save time Understand the key concepts Increase your business knowledge To learn more read Customer Mania and discover the key to succeeding in business

**The Education of an Accidental CEO** David Novak, John Boswell, 2007-10-09 David Novak one of today's most engaging unconventional and successful business leaders lived in thirty two trailer parks in twenty three states by the time he reached the seventh grade He sold encyclopedias door to door worked as a hotel night clerk and took a job as a 7 200 a year advertising copywriter with the hopes of maybe one day becoming a creative director Instead he became head of the world's largest restaurant company at the ripe old age of forty seven While David never went to business school he did learn from the greatest of teachers experience and plenty of other very smart people as well Magic Johnson on the secret to teamwork Warren Buffett on what

he looks for in the companies he buys John Wooden on ego and Jack Welch on one thing he'd do over Now he wants to share with you what he discovered about getting ahead and getting noticed motivating people and turning businesses around building winning teams and running a global company of nearly one million people and always staying true to yourself The Education of an Accidental CEO is filled with David Novak's street smart wisdom From his formative years Walking through your anxieties Avoiding the poison of stereotypes Staying right sized Breaking through the clutter From his years as an ad executive and chief marketing officer How not to roll over like Fluffy the dog Seeing yourself as a brand When to pull the plug on the Super Bowl As the COO of Pepsi Cola and then as president of KFC and Pizza Hut Why a gold watch can have less value than a floppy rubber chicken Knowing when the answers are in the building Knowing when to do nothing What it takes to revitalize a company And as CEO of Yum Brands Inc How to shock the system How to avoid the slow no's Managing two up and two down David Novak's ideas for building an entire culture around reward and recognition getting everyone from division presidents to dishwashers to buy into recognizing the achievements of others is studied by other companies and discussed here in great detail Whether you are the CEO of a global conglomerate or a budding entrepreneur there is something here that will help you get where you want to go

OB: The Essentials Stephen P. Robbins, Timothy A. Judge, Bruce Millett, 2015-05-20 Robbins Leading the way in OB Written as an alternative to Robbins larger Organisational Behaviour text OB The Essentials is an applied and focused text that will help your students to quickly grasp the essential elements of OB In an engaging 13 chapter format this book retains the fluid writing style academic rigour and extensive use of examples that are trademark features of the Robbins texts While there are less chapters the book continues to provide cutting edge content that is often missing in other OB books this is not merely a subset of material from Robbins Organisational Behaviour text it was written from the ground up to present all the essential content in a shorter format This new text will have broad appeal particularly to visual learners who will appreciate the lively design and extensive use of examples and photographs to aid comprehension and retention of concepts New co author Dr Michael Jones of the University of Wollongong brings his avid enthusiasm for student education as well as a solid research background in motivation commitment and business operations to the new text Reviewers and users of the Robbins texts regularly report that they are conversational interesting student friendly and very clear and understandable Packed full of pedagogical features that will engage and stimulate your students OB The Essentials will ensure that they are getting a sound understanding of OB Features such as the Applying Knowledge and Student Challenge boxes prompt students to apply and think strategically about what they have just learnt

Judgment on the Front Line Chris DeRose, Noel M. Tichy, 2012-10-11 Front line employees who deal directly with customers are the face of any organization Not only do they have the most impact on how a brand is perceived but they are also the most valuable source of insight into what customers want and how to give it to them Unfortunately as management experts Chris DeRose and Noel M Tichy explain most organizations don't know how to

evaluate the risk of giving employees more autonomy Many of those who are willing to try haven't even invested resources in ensuring that once the shackles are off front line employees make good judgments Tichy and DeRose offer powerful examples of front line leadership such as How Zappos trusts its people to do anything in service of a customer including providing free product or reimbursing for mistakes How Mayo Clinic of Arizona enabled its nurses to challenge the hierarchy in order to improve patient care

Taking People with You David Novak, 2012-01-03 AN IMPORTANT BOOK ABOUT MOTIVATION FROM A PROVEN MOTIVATOR JACK WELCH Yum Brands CEO David Novak learned long ago that you can't lead a great organization of any size without getting your people aligned enthusiastic and focused relentlessly on the mission But how do you do that There are countless leadership books but how many will actually help a Taco Bell shift manager a Fortune 500 CEO a new entrepreneur or anyone in between Over his fifteen years at Yum Brands Novak has developed a trademarked program Taking People with You that he personally teaches to thousands of managers around the world He shows them how to make big things happen by getting people on their side No skill in business is more important And Yum's extraordinary success at least 13 percent growth for each of the last ten years proves his point Novak knows that managers don't need leadership platitudes or business school theories So he cuts right to the chase with a step by step guide to setting big goals building strong teams blowing past your targets and celebrating after you shock the skeptics And then doing it again and again until consistent excellence becomes a core element of your culture

**Customer Mania!: It's Never Too Late to Build a Customer-Focused Company** Kenneth ; Ballard Blanchard (Jim ; Finch, Fred), 2004 *Small Business* Joseph Daniel Ryan, Gail P. Hiduke, 2006 This book is a guide to small business enterprise helping the student to identify opportunities needs and target customers The goal of the text is to assist the reader in preparing a business plan that will set the course for their future small business endeavors

**Customer Mania!**, 2010 **Customer Mania !** Ken Blancehard, **Customer Service** Beverly Rokes, 2002 **The Success Principles(TM)** Jack Canfield, Janet Switzer, 2009-10-13 In celebration of its 20th anniversary a revised and updated edition of legendary self esteem expert and 1 New York Times bestselling author of the Chicken Soup for the Soul series Jack Canfield's classic and inspiring guide which has helped thousands of people transform themselves for success Get ready to transform yourself for success Jack Canfield cocreator of the phenomenal bestselling Chicken Soup for the Soul series returns to the principles he's studied taught and lived for more than 40 years in this updated edition of his practical and inspiring guide that will help any aspiring person get from where they are to where they want to be This new edition includes Updated chapters in the section Success in the Digital Age including completely up to date material on using technology to meet your success goals building an online persona through social media and using crowdfunding to grow your business launch a new brand or fund your favorite social cause Comprehensive subchapter on generative AI that calms the fear about this powerful technology then describes how to use it to achieve your personal and professional goals Complete instructions for creating a powerful vision board that helps you

focus on your goals visualize success every day and engage your subconscious mind in creating the smaller wins you need to achieve big goals Filled with memorable modern and inspiring stories of CEO s world class athletes celebrities and everyday people The Success Principles will give you the courage and the heart to start living the principles of success today **Gift and Art Shop Merchandising** Grace Powers Thomas Knudson,Mrs. Grace Powers (Thomas) Knudson,1926 **Hospitality Strategic Management** Jeffrey S. Harrison,Cathy A. Enz,2005 Publisher Description The Encyclopaedia of Brands & Branding in South Africa ,2003 *Franchise Times* ,2008 **MARSH THE WORLD # 1 RISK SPECIALIST** ,2004 **The Mulligan** Wally Armstrong,Ken Blanchard,Kenneth H. Blanchard,2007 Synopsis coming soon Business Review Weekly ,2004

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