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everyone knows that the best way to create customer loyalty is with service so good so over the top that it surprises and delights but what if everyone is wrong in their acclaimed bestseller the challenger sale matthew dixon and his colleagues at ceb busted many longstanding myths about sales now they ve turned their research and analysis to a new vital business subject customer loyalty with a new book that turns the conventional

wisdom on its head the idea that companies must delight customers by exceeding service expectations is so entrenched that managers rarely even question it they devote untold time energy and resources to trying to dazzle people and inspire their undying loyalty yet ceb s careful research over five years and tens of thousands of respondents proves that the dazzle factor is wildly overrated it simply doesn t predict repeat sales share of wallet or positive wordof mouth the reality loyalty is driven by how well a company delivers on its basic promises and solves day to day problems not on how spectacular its service experience might be most customers don t want to be wowed they want an effortless experience and they are far more likely to punish you for bad service than to reward you for good service if you put on your customer hat rather than your manager or marketer hat this makes a lot of sense what do you really want from your cable company a free month of hbo when it screws up or a fast painless restoration of your connection what about your bank do you want free cookies and a cheerful smile even a personal relationship with your teller or just a quick in and out transaction and an easy way to get a refund when it accidentally overcharges on fees the effortless experience takes readers on a fascinating journey deep inside the customer experience to reveal what really makes customers loyal and disloyal the authors lay out the four key pillars of a low effort customer experience along the way delivering robust data shocking insights and profiles of companies that are already using the principles revealed by ceb s research with great results and they include many tools and templates you can start applying right away to improve service reduce costs decrease customer churn and ultimately generate the elusive loyalty that the dazzle factor fails to deliver the rewards are there for the taking and the pathway to achieving them is now clearly marked

a novel about a middle aged woman rejuvenated by a glandular operation to youthful external beauty and her romance with a younger playwright in new york and based on author s own experience of glandular treatment

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