

Willies Way is unlike any other customer service book you'll read. Phillip Van Hoosers real life encounter with a South Carolina cabdriver forever changed how he measured customer service. Most people don't think of a cabdriver as a role model for great customer service. But Van Hoosers account of his experience with Willie proves that great customer service can be delivered even in the most difficult circumstances. This engaging and entertaining book translates Willies commonsense approach to customer satisfaction into practical applications you can apply in any customer relationship! The methods Willie employed work with internal or external customers -- for novice or seasoned employees -- in retail, banking, call center or some other challenging customer service circumstances. If you're on the frontline or you are managing the customer service function, you will be a different kind of service professional once you've learned the customer satisfaction secrets in Willies Way! You will learn to connect immediately with every customer every time; design a personalized service solution for each customers needs; offer special treatment that creates a lasting, positive impression; create winning, long lasting relationships with your customers; and turn your customers into repeat buyers who recommend you to their friends!

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Unsubscribe from Willie's Way? Cancel Unsubscribe. Praise for Willie's Way: Willie's Way is a fascinating compilation of real-life customer service stories that actually make a difference. With wonderful stories that illuminate the problems with customer service today, Phillip Van Hooser provides the reader with compelling. Willies Way (GB) Race Record and Form. y-o (05Jun00 ch g); Nomadic Way (f) - Willies Witch (GB) (Bandmaster (f)); Trainer Michael Blake; Owner C. All Previous Runs for Horse Willies Way (GB) All runs, Wins, Entries and declarations>. WILLIES WAY, CEDAR HILL, MO is currently not for sale. The sq. ft. single-family home is a bed, bath property. This home was built. 6 UNCLE WILLIES WAY, HYANNIS, MA is currently not for sale. The sq. ft. single-family home is a 6 bed, bath property. This home was.

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