

## Exceeding Customer Expectations What Enterprise Americas 1 Car Rental Company Can Teach You About Creating Lifetime Customers

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Both fiction and non-fiction are covered, spanning different genres (e.g. science fiction, fantasy, thrillers, romance) and types (e.g. novels, comics, essays, textbooks).

### Exceeding Customer Expectations What Enterprise

"In a world where management styles come and go, the Enterprise philosophy remains timeless. Exceeding Customer Expectations is a firsthand look at the company that has been writing the book on customer service for the last 50 years." —Ken Chenault, Chairman and CEO, American Express

### Exceeding Customer Expectations: What Enterprise, America ...

Exceeding Customer Expectations: What Enterprise, America's #1 car rental company, can teach you about creating lifetime customers: Kazanjian, Kirk, Sklar, Alan: 9780739342039: Amazon.com: Books. 1 New from \$31.19. See All Buying Options.

### Exceeding Customer Expectations: What Enterprise, America ...

Exceeding Customer Expectations: What Enterprise, America's #1 Car Rental Company, Can Teach You About Creating Lifetime Customers Audio CD - January 1, 2007 by Kirk Kazanjian (Author)

### Exceeding Customer Expectations: What Enterprise, America ...

No one knows better than Enterprise, the nation's #1 car rental company. Drawing upon the time-tested strategies that have propelled Enterprise from a single location in St. Louis into a \$9 billion global powerhouse, EXCEEDING CUSTOMER EXPECTATIONS reveals how to: •Develop methods to reduce costs and add value for your customers in every interaction.

### Exceeding Customer Expectations: What Enterprise, America ...

Exceeding Customer Expectations: What Enterprise, America's #1 Car Rental Company, Can Teach You About Creating Lifetime Customers Audible Audiobook - Unabridged Kirk Kazanjian (Author), Gary Telles (Narrator), Books on Tape (Publisher) & 0 more

### Amazon.com: Exceeding Customer Expectations: What ...

Drawing upon the secrets time-tested strategies that have propelledhelped Enterprise grow from a single location in St. Louis car dealership into a \$9 billion global powerhouse, EXCEEDING CUSTOMER EXPECTATIONS reveals how to: Actively seek out unsatisfied customers and quickly turn them into loyal fans commit to improving their experience

### Amazon.com: Exceeding Customer Expectations: What ...

Drawing upon the time-tested strategies that have propelled Enterprise from a single location in St. Louis into a \$9 billion global powerhouse, EXCEEDING CUSTOMER EXPECTATIONS reveals how to: - Actively seek out "un"satisfied customers and quickly turn them into loyal fans - Hire smart people and train them from the ground up - Develop methods to "reduce" costs and add value for your customers in every interaction.

### Exceeding Customer Expectations : What Enterprise, America ...

EXCEEDING CUSTOMER EXPECTATIONS demonstrates the keys to building lifetime customers by uncovering the success secrets of Enterprise Rent-A-Car, which has grown into the largest and most profitable rental car company in North America by following the principles outlined in the book.

### EXCEEDING CUSTOMER EXPECTATIONS

To exceed customer expectations, you have to do something unexpected e.g resolve issues before it is escalated and accept mistake with solution at your finger tip always by imaging problems that can come up in the course of your duty.

### How to Exceed Customer Expectations (with 3 Examples)

Exceeding customers' expectations create good feelings and solve problems expeditiously. The ripple effects of this mindset extend beyond satisfaction and retention. It distinguishes your brand, builds repeat business, and improves employee morale.

### 7 Ways To Exceed Customer Expectations - 31West

Meeting and exceeding customer expectations isn't optional anymore—it's a must. Today's customers expect businesses to go the extra mile in order to meet their needs. Whether you're running a product-based or service-based business, the way you approach your customers directly impacts their perception of your company.

### Meeting & exceeding customer expectations: an in-depth ...

ExceedingCustomerExpectationstraces the building of Enterprise over the years and provides insight into the time-tested strategies that have propelled Enterprise into the nation's leading car rental company. Among these strategies is the company's belief that winning customer loy- alty is like running a marathon, not a 100-yard dash.

### FILE:STRATEGICMANAGEMENT WhatEnterpriseRent-A ...

No one knows better than Enterprise, the nation's #1 car rental company. Drawing upon the time-tested strategies that have propelled Enterprise from a single location in St. Louis into a \$9 billion global powerhouse, EXCEEDING CUSTOMER EXPECTATIONS reveals how to: • Actively seek out unsatisfied customers and quickly turn them into loyal fans

### Exceeding Customer Expectations: What Enterprise, America ...

Exceeding customer expectations: what Enterprise, America's #1 car rental company, can teach us about creating lifetime customers 2007, Currency Doubleday in English - 1st ed.

### Exceeding customer expectations (2007 edition) | Open Library

Exceeding Customer Expectations: What Enterprise, America's #1 Car Rental Company, Can Teach You about Creating Lifetime Customers Hardcover - 16 Jan. 2007. by.

### Exceeding Customer Expectations: What Enterprise, America ...

Exceeding customer expectations means empowering your customers. The best way to do this is to let them feel in control, as if your business is built around them. You can tell the customer they're always right, but it's so much better to show them they are. much better to show them they are.

### Exceeding Customer Expectations | 8 Scenarios On How to ...

To really exceed expectations when customers call in with a problem, the advisor has to take full control of the issue and, when possible, make a commitment to the customer. By doing this you manage expectations by rebuilding the customer's trust in you as an organization.

### How to Manage and Exceed Customer Expectations - With Examples

Drawing upon the secrets time-tested strategies that have propelledhelped Enterprise grow from a single location in St. Louis car dealership into a \$9 billion global powerhouse, EXCEEDING CUSTOMER EXPECTATIONS reveals how to: Actively seek out un satisfied customers and quickly turn them into loyal fans commit to improving their experience