Attracting Perfect Customers

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offers a more satisfying effective and profitable sales and marketing model provides tips for transforming any business into an irresistible magnet for attracting and retaining perfect customers as well as employees vendors and other stakeholders offers simple fun and easy to follow exercises that anyone in any organization can immediately and effectively use to attract better customers enjoy their work more and increase profitability attracting perfect customers takes readers beyond guerrilla marketing relationship selling and permission marketing to

a place where there is an abundance of perfect customers and clients just waiting to be served the authors lead readers step by step through a paradigm shift in their approach to sales and marketing readers will learn to use the strategic attraction planning tm process which requires just five minutes of planning each day and makes businesses so highly attractive that perfect customers and clients are drawn to them like a lighthouse in a storm

perfect customer care provides companies big and small with the answers to some of the most important business questions facing us today customers don t come back with those valuable repeat orders unless you show them you care about their satisfaction that means showing them you know how to look after them how to provide what they want plus that little bit extra everyone in the firm from the boss to the receptionist must play a part in converting each new customer into a thoroughly satisfied client whose future orders will drive your continuing success the perfect series is a range of practical guides that give clear and straightforward advice on everything from getting your first job to choosing your baby s name written by experienced authors offering tried and tested tips each book contains all you need to get it right first time

the retention formula keeping your best customers for the long haul is an essential playbook for businesses that want to turn short term customers into lifelong loyal advocates in today s world where customer loyalty is hard to come by and competition is always lurking retaining your best customers is the key to long term success and sustainable growth this book offers actionable strategies for building lasting relationships with your top clients ensuring they keep coming back year after year you ll learn how to identify and nurture your most valuable customers exceed their expectations consistently and create a customer experience that s second to none with insights drawn from the best in the industry the retention formula teaches you how to transform customer satisfaction into customer loyalty through proven tactics like personalization reward systems and proactive communication this book will show you how to build a retention focused culture that aligns with your business goals you ll also learn the importance of staying top of mind resolving issues quickly and creating emotional connections that make your customers feel valued and understood whether you re an entrepreneur a manager or a team leader the retention formula equips you with the tools you need to keep your best customers happy engaged and invested in your brand if you want to reduce churn increase customer lifetime value and grow your business organically this book is the ultimate guide to building a loyal customer base that sticks around for the long haul

every sales person and entrepreneur knows that selling is the key to success but most never achieve their potential even after attending

numerous trainings and reading dozens of books why most of the training industry focuses on technique without ever addressing the most important part of the sales process what the sales person is saying to themselves it doesn t matter how well you implement the concepts and methods if you haven t addressed the beliefs and behaviors that are sabotaging your efforts how we think about selling makes all the difference in selling with intention sales expert and certified sales coach ursula mentjes shares the expertise she uses to help clients double their sales revenues in as short as two months her principles and exercises will help you transform the way you think about and interact with your target clients the sales process and yourself as a sales person develop the mindset systems and intentional sales plan you need to significantly increase sales let go of the fears and limiting beliefs that have been sabotaging your efforts move forward with a renewed sense of confidence in solving clients problems and take a quantum leap toward your greatest sales goals

the book will allow you to learn how to identify your ideal customers find your ideal market segment or highly targeted potential customers this includes all the tools resources and guidance you need for identifying your ideal customers

managing corporate spend is far more complex than conducting rfps learn how the most efficient and effective procurement departments operate control costs enforce compliance and manage indirect spend managing indirect spend provides executives and procurement professionals with the knowledge and tools necessary to successfully reduce costs with a strong focus on the often overlooked area of indirect spend it also offers great value to those procurement and purchasing professionals aspiring to be leaders in the profession regardless of the spend they manage it includes an overview of the challenges faced when sourcing indirect spend categories a detailed dive into the strategic sourcing process tools that can help drive savings technologies that drive efficiencies and compliance and examples of success based on real world experience it is a how to guide that clearly covers sourcing engagements of any complexity and provides the details needed to source effectively the book is structured into sections covering the sourcing and procurement process the tools and technologies examples from the field walkthroughs of specific sourcing engagements guidance on building an effective sourcing team and the information needed to become a best in class sourcing organization since the initial publication of this book the procurement profession and the discipline of strategic sourcing have matured markets have changed processes developed trends have come and gone and technology has experienced leaps and bounds posing new and interesting challenges for procurement professionals in addition to covering tried and true practices for strategic sourcing this second edition discusses how strategic sourcing has evolved and provides an update on the techniques tools and resources available to purchasing groups this book includes updated coverage of everything you need to know to source more effectively covers the latest trends in procurement and sourcing including technology process improvements and organizational design presents

guidance for reducing costs through strategic sourcing no matter what the economic climate or level of maturity of the existing procurement organization shows how effectively managing indirect costs can provide a huge impact on bott m line growth introduces market intelligence mi including techniques tools and resources available to procurement and supply chain management groups with tools real world examples and practical strategies managing indirect spend provides insider guidance for big bottom line growth through effective management of indirect costs

customer equity has emerged as the most important metric to manage firm performance this handbook covers a broad range of strategic and tactical issues related to defining measuring managing and implementing the customer equity metric for maximizin

discover how brands are created managed differentiated leveraged and licensed whether your business is large or small global or local this new edition of branding for dummies gives you the nuts and bolts to create improve and maintain a successful brand it ll help you define your company s mission the benefits and features of your products or services what your customers and prospects already think of your brand what qualities you want them to associate with your company and so much more packed with plain english advice and step by step instructions branding for dummies covers assembling a top notch branding team positioning your brand handling advertising and promotions avoiding blunders and keeping your brand viable visible and healthy whether you re looking to develop a logo and tagline manage and protect your brand launch a brand marketing plan fix a broken brand make customers loyal brand champions or anything in between branding for dummies makes it fast and easy includes tips and cautionary advice on social media and its impact on personal and business branding programs covers balancing personal and business brand development references some of the major brand crises and how to avoid making the same mistakes shows brand marketers how to create brands that match their employers objectives while launching their own careers if you re a business leader looking to set your brand up for the ultimate success branding for dummies has you covered

in their efforts to become more customer focused companies everywhere find themselves entangled in outmoded systems metrics and strategies rooted in their product centered view of the world now to ease this shift to a customer focus marketing strategy experts roland t rust valarie a zeithaml and katherine n lemon have created a dynamic new model they call customer equity a strategic framework designed to maximize every firm s most important asset the total lifetime value of its customer base the authors customer equity framework yields powerful insights that will help any business increase the value of its customer base rust zeithaml and lemon introduce the three drivers of customer equity value equity brand equity and retention equity and explain in clear nontechnical language how managers can base their

strategies on one or a combination of these drivers the authors demonstrate in this breakthrough book how managers can build and employ competitive metrics that reveal their company s customer equity relative to their competitors based on these metrics they show how managers can determine which drivers are most important in their industry how they can make efficient strategic trade offs between expenditures on these drivers and how to project a financial return from these expenditures the final section devotes two chapters to the customer pyramid an approach that segments customers based on their long term profitability and an especially important chapter examines the internet as the ultimate customer equity tool here the authors show how companies such as intuit com schwab com and priceline com have used more than one or all three drivers to increase customer equity in this age of one to one marketing understanding how to drive customer equity is central to the success of any firm in particular driving customer equity will be essential reading for any marketing manager and for that matter any manager concerned with growing the value of the firm s customer base

most business books just tell you what to do the sales coach guides you every step of the way who are you anyone who sells on a regular basis and wants to become more effective at selling where will this book take you you will be armed with the techniques you need to close more sales with less effort how does it work you ll fine tune your sales skills through a combination of practical tried and tested advice and unique interactive exercises what else do you get the book includes access to a range of free downloadable templates and resources that will help you develop even further improve your sales effectiveness discover your usp hone your sales pitch win more sales with less effort feel more confident and motivated

sher valenzuela represents the new breed of leaders that america needs now more than ever with a track record that includes the creation of sustainable and scalable systems and processes balanced budgets leveraged strengths optimized efficiencies and reaching out to others to get things done she offers more than simply a case study formula or model sher and her husband eli along with their business partner ashley wolfe own and operate first state manufacturing in milford delaware sher and eli built their business from one sewing machine in their garage to a 70 000 square foot facility employing more than 70 people in the world s best customer she candidly shares their journey from incredible challenges to victorious triumphs

now in its fourth edition the hugely successful emarketing excellence is fully updated keeping you in line with the changes in this dynamic and exciting field and helping you create effective and up to date customer centric e marketing plans a practical guide to creating and executing e marketing plans it combines established approaches to marketing planning with the creative use of new e models and e tools

this new edition seamlessly integrates social media technology like facebook check in social networking tablets and mobile applications into the mix demonstrating how these new ways to reach customers can be integrated into your marketing plans it also includes brand new sections on online marketing legislation and qr codes plus an expanded section on email marketing the most commonly used e marketing tool offering a highly structured and accessible guide to a critical and far reaching subject emarketing excellence 4e provides a vital reference point for all students of business or marketing and marketers and e marketers involved in marketing strategy and implementation and who want a thorough yet practical grounding in e marketing

a key team member behind the secret and his business partner offer the specific tools and mental strategies to help readers leap ahead in any career or business venture and achieve major financial success in this visionary work new york times bestselling author john assaraf and business guru murray smith reinvent the business book for the twenty first century two of the most successful entrepreneurs in the world they combine forces to bring their special insights and techniques together in a revolutionary guide for success in the modern business environment assaraf and smith know how to minimize risk and maximize success and the answer provides a framework for sharing their wisdom experience and skills with the millions of people who want to accomplish their own dreams in life using cutting edge research into brain science and quantum physics they show how readers can actually rewire their brains for success and create the kind of extraordinary lives they want by teaching readers how to attract and use newly discovered uncommon senses to achieve business success the authors demonstrate the beliefs habits thoughts and actions that they have used to build eighteen multimillion dollar companies any reader who follows this step by step process to build his or her career will experience an enormous life transformation and reach an exceptional level of living

campaign for your success the explosion of media opportunities and the rapidly changing communications landscape have served as key drivers for the public relations industry creating huge opportunities for communications and pr specialists like you coaching you all the way the experts at entrepreneur show you how to parlay your pr experience into a successful new business our experts take you step by step from building the business foundation to managing day to day operations learn how to set up your firm choose your market niche prospect and sign clients build media relationships set fees and more plus gain priceless insight tips and techniques from practicing entrepreneurs and industry experts learn how to set up your own pr firm choose your market niche win over sign and keep clients build strong well planned campaigns using the latest tools of the trade develop prosperous relationships and partnerships boost profits by expanding your business and more go from public relations pro to ceo start your own public relations firm today the first three years in addition to industry

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a comprehensive classic principles text organized around an innovative customer value framework students learn how to create customer value target the correct market and build customer relationships

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