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dieses buch zeigt warum unternehmen eine neue kundenverbundene kultur etablieren und pflegen müssen und wie diese transformation gelingt ein einzigartiges kundenerlebnis war noch nie so erfolgskritisch wie heute viele unternehmen setzen daher auf kundenorientierte prozesse und die sammlung verwertbarer kundendaten doch kunden sind mehr als die summe ihrer daten fast immer entstehen besondere markenerlebnisse und echte wow momente durch empathie den pers nlichen touch oder die berühmte extrameile die mitarbeiterinnen und mitarbeiter für ihre kunden gehen mathias weber zeigt anschaulich wie echte kundenverbundenheit im unternehmen gelingt und liefert dazu die wichtigsten tools und maßnahmen sowie einblicke in konkrete fallbeispiele

die energiepreise explodieren gleichzeitig erwarten kund innen dass unternehmen nachhaltig agieren das stellt diese vor die große herausforderung auf die kosten zu schauen ohne dabei die erwartungen ihrer geschäftspartner zu vernachlässigen die schlussfolgerung des autors nur der grüne kundenservice hat zukunft peter weidling holt die unternehmen bei ihrer doppelten herausforderung ab er zeigt l sungsansätze und best practices zum nachhaltigen wirtschaften für dienstleistungsunternehmen zum beispiel wie der service weitergedacht und mit innovativen ideen verbessert werden kann gleichzeitig macht er vorschläge wie sich mehr umsatz generieren lässt um damit kosten für nachhaltiges wirtschaften zu kompensieren

it produkte sind häufig sehr komplex daher spielen berater bei kaufentscheidungen eine wichtige rolle in dem band setzen sich die autoren mit dieser situation auseinander und befassen sich mit ihren auswirkungen auf kommunikationsabteilungen von unternehmen sie gehen auch auf die wachsende bedeutung von social media und den damit einhergehenden veränderungen der beraterlandschaft ein zudem werden regionale besonderheiten bzw die situation in deutschland im internationalen kontext betrachtet

sie wollen als friseur überdurchschnittlich erfolgreich sein sich keine sorgen mehr um ihre zukunft machen müssen dann sollten sie einige grundlegende sichtweisen für geschäftserfolg im friseurhandwerk kennenlernen erfolgreiche friseure sehen die welt um sich herum mit anderen augen der nutzen für den kunden rückt in das zentrum jeglichen handelns schlaue friseure wissen wie sie trotz h herer preise in kurzer zeit viele rentable kunden gewinnen und fest an sich binden lernen sie wie dieses erfolgsprinzip funktioniert

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