

CUSTOMER SERVICE SHANKMAN PETER%0A

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5% Better Customer Service = 50% Better Revenue - shankman.com

The same can be said of customer service. It has to start being drilled into companies from the CEO down that good customer service has to happen every single time. That one time it doesn't will cost you a ton of money. Customer Service: New Rules for a Social Media World ...

Use Social and Viral Technologies to Supercharge your Customer Service! Using social media, you can deliver amazing customer service and generate an army of fans who'll promote you in good times, and rescue you from disaster.

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Peter Shankman knows a thing or two about customer service. As an author, consultant and speaker on the topic, it's safe to say his standards are high. As an author, consultant and speaker on the topic, it's safe to say his standards are high.

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Shankman draws on his immense experience as founder of the online growth company HARO and marketing consultant to multiple Fortune 500 clients. He presents straight-to-the-point solutions for building customer loyalty, trust, and credibility online and rebuilding it when catastrophe strikes. Companies around the world are driving enormous value from online customer service at remarkably low

FIR Book Review: Customer Service by Peter Shankman ...

Customer Service by Peter Shankman. FIR Book Reviews editor Bob LeDrew reviews Peter Shankman's Customer Service: New Rules for a Social Media World. PR Week has described Peter as "redefining the art of networking," and Investor's Business Daily has called him "crazy, but effective." Peter is best known for founding Help A Reporter Out (HARO).

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What I like about Shankman is that he takes the current "cool" tools (social media and technology) and shows how they can be used to enhance the true important things, customer service and relationships. Without already having good customer skills, social media will not help a business.

About me - Peter Shankman

The New York Times has called Peter Shankman a rockstar who knows everything about social media and then some. He is a 5x best selling author, entrepreneur and corporate keynote speaker, focusing on customer service and the new and emerging customer and neurotypical economy.

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