

# **BUSINESS SUCCESS THROUGH SERVICE EXCELLENCE**

**Kaye Scheuer**

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**Customer service excellence best practices: Tip #6**  
gelylyfuwase.tk: Business Success Through Service Excellence: Moira Clark, Susan Baker.

## **Why Service Excellence is important? | Dive**

need to create differential advantage through added value has become vitally important and service excellence is a significant source of that added value.

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Tip #6, Customer service excellence best practices, is excerpted from Chapter 7 of the book Business Success Through Service Excellence, by Moira Clark and.

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This understanding then forms the focus of the organization's activities. A are they specific objectives that use numerical targets.