

# Consumer Reaction to Bad Customer Service



1/3

of consumers would consider **switching companies** after a single instance of bad customer service



27%

of US customers say that **ineffective customer service** is their top frustration



72%

of consumers say they have to **explain problems to multiple agents** as poor customer service

# Bad Customer Service Statistics

**Public Affairs Information Service**

A red circular graphic with a gradient, appearing as a partial circle or a stylized arrow pointing to the right, located to the right of the 'Public Affairs Information Service' text.

## **Bad Customer Service Statistics:**

**The Forgotten Leg of Quality** D. H. Stamatis, 2025-12-30 This book emphasizes the importance of customer service in various industries and highlights its role in profitability. It presents numerous examples to remind leaders of the detrimental impact of neglecting customer service and the need for proactive measures. *The Forgotten Leg of Quality Customer Service* explores the link between customer service theory and real world issues such as dissatisfaction, failure, and cost. It highlights systemic failures caused by noncompliance with regulations and standards and provides strategies for implementing them. Methodologies and tools are provided to help improve recall rates and minimize nonconformances. Through an analysis of customer satisfaction, this book utilizes various statistical studies and methodologies to aid customer service practitioners in enhancing their reporting and evaluation processes.

*Customer Service for Hospitality and Tourism* Simon Hudson, Louise Hudson, 2025-04-30 Fully revised and updated with brand new material and cases on issues surrounding sustainability and AI in the context of customer services, plus a brand new chapter on Customer service and sustainability. Explains not only the theory behind the importance of customer service but how to put this theory into practice.

*The G.R.E.A.T. Retail Sales & Service Workbook* Gerard Assey, 2021-08-23 If you are in retail, then this book is a MUST. Uniquely designed to help transform you into a Master Retail Sales Service Professional by helping you discover the secrets that drive the world's top retail sales professionals, it will help you or your team create the habits and lasting changes by enabling you to replace current unacceptable patterns that are costing your company sales with new ones, enabling you to achieve your sales goals faster and more consistently. Unlike the traditional hard sell approach where you are constantly pushing the customer to close right from the start, thus making the customer feel uncomfortable, manipulated, or threatened, with the G R E A T Sales Model, the salesperson takes time up front to build a sincere, committed relationship by investing time in learning about the customer's needs. This helps build trust between the two. Then every step of the sales process that follows is conducted with the relationship in mind, ensuring an enduring and lasting relationship leading to repeat business and referrals. The G R E A T Sales Model helps you in many ways. It first of all instills in you that only great service stands out. It gives you a structured approach to handling your customers, which is an acronym for our 5 step powerful sales model: the key to successful retail selling. G Greet customers, R Revealing questions, Understanding needs, E Explain, enlighten, engage, enthuse, excite customers about your product, A Answer customer's concerns and objections, T Techniques to help customers buy, as people hate being sold. Selling to the opposite sex, Generating additional sales, Suggesting complementary Add on products, Up selling, Cross selling. With this powerful model, most of your time is invested in uncovering the customer's needs and proving value of your product before you actually recommend it, thus eliminating many objections. The G R E A T Retail Sales Service Workbook will provide you a step by step approach into professionalism where you will gain a full understanding of the psychology of both the buying and selling processes, working through these 5 steps, practicing and mastering the skills at each stage so that they

are developed and reinforced thus enabling you win provide a positive experience and keep customers for life      *Customer Service Essentials* Robert E. Hinson,Ogechi Adeola,Kojo Oppong Nkrumah,Charles Agyinasare,Kwame Adom,Abednego Feehi Okoe Amartey,2019-08-01 Customer Service Essentials is a must read and a definitive source of information on effective management of customer service in Africa and beyond Leveraging on unique concepts and practices developed in the field of customer service management this book uses case studies and vignettes to reinforce learnings drawing parallels to real life experiences The book is a valuable resource for individuals and organizations in the quest to achieve excellent customer service increased productivity and enhanced employee satisfaction It explores the practical challenges of customer service in Africa examines critical success factors and provides guidelines for effective customer engagement in this evolving highly networked digital era Policy makers directors managers and students will gain valuable and actionable insights on service management as they navigate the chapters Praise for Customer Service Essentials Lessons for Africa and Beyond This book captures service excellence by detailing out in a most explicit manner essential services dynamics of Responsiveness Accessibility Tangibles Empathy and Reliability I highly recommend it Esi Elliot Assistant Professor Marketing Suffolk University Boston MA I am very impressed with this book and excited to see the topics being discussed in the Chapters are geared toward quality customer service in Africa All the chapters are superbly written relevant to the African context and above all the authors cover incredibly interesting topics and support them with pertinent cases Bringing together such fine minds in the field this book is useful and a must for anyone serious about customer service service branding and the need to respect the customer Charles Blankson Professor of Marketing College of Business University of North Texas Hinson and colleagues have skillfully put together a useful collection of new perspectives on modern customer service essentials with an African and global perspective This is a highly recommended text for students and practitioners Ellis L C Osabutey Reader Roehampton University Business School United Kingdom      **Selling to Affluent Customers** Gerard Assey,2023-08-19 Selling to Affluent Customers Get the Affluent Advantage with Strategies for Luxury Sales Success is a comprehensive guide that unveils the secrets to successfully navigating the world of luxury sales This book delves into the mindset and motivations of affluent customers equipping sales professionals with the knowledge and strategies to meet their discerning expectations From understanding the allure of luxury branding to mastering the art of consultative selling this book offers practical insights and techniques to build trust forge lasting relationships and exceed customer expectations Readers will discover the power of personalization present value and the ability to up sell and cross sell related products to enhance the customer experience With a customer centric approach and a deep understanding of the unique needs and desires of affluent customers Selling to Affluent Customers serves as a valuable resource for sales professionals seeking to excel in the world of luxury sales and create extraordinary experiences for their discerning clientele      Mosby's Pharmacy Technician E-Book Elsevier Inc,Karen Davis,Anthony Guerra,2021-06-03 Get everything you need to prepare for a successful career as a

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