

Essay Sample: Customer Service Plan for the New Customer Service Officer Essay

The case study was solely carried out in small sales and services company. The Company is located in Alabama district at Birmingham. The corporation started experiencing a lot of losses due to problems which came up as a result of the poor reputation it received as a result of delay in delivery of air-conditioning units, wrong units, and failure for the staff to apologize on these shortcomings. Peter, the new customer service officer in the company had the task of refurbishing the image of the enterprise. One of the steps in which one had to undertake was to give out warranty of the air-conditioning service for a certain duration for example one year.

Principle Theory

This gives the customers an opportunity to purchase as usual from the company since they view the risk as being reduced. They also view that their complaints within the stipulated time frame is under control. Another way Peter had to provide a flexible method of payment in which is much friendly to the clients. This can be through monthly installments, hire purchase, and so forth. This in turn makes one be determined in purchasing of services and products from this company. Moreover, Peter should also ensure that the product reaches the customers as soon as possible and more so within the agreed time frame. This can be enhanced by having readily available means of transport which is in good condition in order to avoid chances of breakdown during the course of conveyance. The after sale services should be provided in order to encourage the clients to buy from the company since most view this as a great privilege to be recognized by the business as very important. This is because they feel that they are good to go as what they want is only a phone call or mail away and the delivery of service or goods is made within a short span of time. Apart from this, Peter should also offer free training and education concerning the use and maintenance of the air-conditioners. During this period one ought to take the advantage of rebranding the products name (GRIFFITH, 2010). The client present will change the perception of the company and therefore, continue to get the services as it used to be earlier on. The challenges in the small business in the long-run will be solved and reinstate it back to its original situation of making profits by providing of the services to the clients both within Alabama and even outside this district.

Application of key performance indicators

Key performance indicator (KPI) is defined as an organizational criterion which is used in the assessment of the factors that are very significant to the growth and development of the company. It is very important for any company since it acts as a gauge on its performances. The notable KPIs which are mostly used in several companies include; business process, service level agreement, efficiency, budget, service quality and compliance. These factors will be discussed in length in this piece of work in order to show its relevance for the running of the business. According to GRIFFITH, (2010), KPI, business process plays a very vital role in estimation of the time and percentage used by a given process to complete its process in an industry.

Customer Service Thesis Samples

John J. Ruszkiewicz



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to improve their decision making boost productivity understand citizens and or customers needs and behaviours meet a greater variety of demands and many others benefits It is undeniable that the data driven economy features powerful economies of scale economies of scope network externalities in many sectors and pervasive information asymmetry Businesses globally are experiencing a significant increase in digitalization leading to a surge in data volumes and emphasizing the need for enterprises to prioritize data driven approaches Data is becoming a crucial company asset and its value relies on effectively utilizing it to produce actionable insights for strategic decision making In addition to the challenges that businesses are facing in the data driven economy over the past few years the world has been gripped with rising uncertainties and significant challenges such as the COVID 19 pandemic the Russia Ukraine or the Israel Hamas conflicts These issues coupled with current lingering problems such as climate change do pose significant threats to economies and companies around the world In response to these challenges governments and firms have adopted sustainability oriented approaches such as the digitalization and or digital transformation of business activities the pursuant of sustainable development goals SDGs or the adoption of Environmental Social and Governance ESG practices In the context of coupling challenges as mentioned above it is essential to discuss the solutions that businesses should take to be resilient in uncertain contexts and achieve sustainable development Thus ICECH2024 aims to provide a forum for academics and professionals to share research findings experiences and knowledge with respect to the craft implementation and effects of sustainable strategies in a data driven global economy The ICECH2024 Conference will focus on but not limited to Asia Pacific nations We welcome submissions in the following areas Economics Business Law Management Finance and Banking Innovation and Technology Accounting and Auditing

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