

# Descargar Libro En Línea PDF Epub Mobi Español Detalles Que Enamoran - David Gomez



**Descargar libro en línea PDF epub mobi Español Detalles que enamoran David Gomez** , Un servicio memorable transforma la indiferencia en preferencia. La experiencia del cliente es la próxima arena competitiva. Por encima del producto y el precio, es el cuidado y la forma como se sienten tratados lo que hace la diferencia. Los clientes no se van, son las compañías las que los dejan ir por prestarles un servicio mediocre. Según estudios, el 68% de los clientes se pierden por la actitud de indiferencia de algún representante de la compañía y 9 de cada 10 pagarían más por una mejor experiencia. El problema no está en la competencia, en las condiciones económicas o en el precio. El problema está en la experiencia que brindamos. Los clientes se pierden por descuido, por negligencia y por dejar de cultivar relaciones. Crear gratas experiencias y brindar un servicio excepcional es el camino para construir una ventaja competitiva sostenible. Eso es lo que encontrará en Detalles

que Enamoran.

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