

Why Customers Come Back

And Why They Don't

Researched by **Shep Hyken**
and sponsored by **RingCentral**



Why Customers Come Back

- ✓ Helpful employees
- ✓ Knowledgeable employees
- ✓ Friendly employees
- ✓ A convenient experience
- ✓ Hassle-free shipping and delivery
- ✓ Easy returns

Why Customers Don't Come Back

- ✗ Rudeness or apathy
- ✗ The company didn't make an effort to solve the problem
- ✗ Unresponsive
- ✗ The company did not listen or understand the issue
- ✗ Being transferred to different people



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Why Customers Come Back Why Customers Come Back

RS Peters



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Why Customers Come Back Manzie R, Lawfer, 2003-11-17 Loyal customers are the most important asset of any company more important than land patents equipment or buildings While finding new customers is often expensive time consuming and ultimately unprofitable retaining old customers is surprisingly easy and highly profitable This book is not about slogans banners or promotions It is about discovering and utilizing specific activities that will make your customers buy again and again and tell the world why everyone else should buy from you too Learning how to retain customers is important and profitable Even a seemingly negligible increase in repeat business just five percent produces a whopping 60 percent increase in profits The practical advice in Why Customers Come Back is based on the real buying habits of real customers The five principles to follow are not brain surgery Business people entrepreneurs corporate leaders and front line employees can understand embrace and implement them right now **1,001 Ways to Keep Customers Coming Back** Donna Greiner, Theodore B. Kinni, 2011-07-20 Sure Fire Can't Miss Tips Techniques and Ideas for Building Lifelong Customer Loyalty Imagine having the customer service secrets of the world's most successful businesses right at your fingertips With this book you can Authors Donna Greiner and Theodore Kinni spent five years uncovering how Nordstrom Southwest Airlines Ritz Carlton American Express and other world class companies keep their customers for life The result is 1 001 timely entertaining and brilliantly inventive customer retention ideas Inside you'll discover the secrets to Creating products services tailored to your customers needs Recognizing and rewarding your most profitable trophy customers Using three kinds of guarantees to build customer trust Turning first time customers into frequent buyers And much more □□□□ □□□□□ □□□□ 1988, **Inspire!** Jim Champy, 2009-03-23 8 POWERFUL WAYS TO INSPIRE TODAY'S TOUGH CUSTOMERS IN TOUGH TIMES AND MAKE THEM STICK With Jim Champy's well proven gift for keen management analysis today's essential notions of business transparency channel and customer alignment and enduring cultural values become palpable memorable and most important usable Alan Spoon Managing General Partner Polaris Venture Partners If you love the game of business you'd be hard pressed to find a book with more good moves per page than INSPIRE Paal Gisholt President and CEO SmartPak Full of insightful ideas this book is for those who like winning who embrace innovation and who wish to transform how they lead It is not for the defenders of the status quo Michael Dowling President and CEO North Shore Long Island Jewish Health System INSPIRE provides food for thought and insightful guidance for all companies This is particularly important in today's economy where even established companies are looking for ways to maintain the growth they have enjoyed in better times Chiquita White Section Head Product Development Procter Gamble Jim Champy revolutionized business with Reengineering the Corporation Now in Inspire the second book in a series about what's new and really works in business he takes on the challenge of inspiring customers even in tough times In an era of commoditization and ever less loyal customers this book shows how to keep customers coming back Drawing on dozens of original case studies from companies in a variety of

industries new and old Champy reveals how to define a consistent value proposition your customers will be passionate about and will stay passionate about You ll learn how to engage a new generation of customers who value transparency and authenticity above all how to reinvigorate your company in the face of brutally tough and creative competition how to go beyond mere marketing campaigns to lead crusades customers want to join Once again Jim Champy has given businesses actionable solutions to one of the most challenging problems they currently face making customers stick How to reignite customer loyalty by Bringing authenticity to everything you do Creating new products that reflect the best of what you really are Delivering new value based on convenience simplicity and honesty Nurturing your mystique Choosing the right channel partners Doing well by doing good Want more Check out the e book collection Jim Champy on What s Really Working in Business This brand new collection contains state of the art business insights from world renowned expert Jim Champy now in a convenient e format at a great price

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More Loyal Customers Kevin Stirtz,2008 [How to Get Customers to Come Back](#) Ricardo Moreno,2025-04-05 If you ve ever wondered why some businesses keep their customers coming back again and again while others seem to lose them after the first purchase this book has the answer you need It s not just about selling well but about selling in a way that makes people want to come back Because acquiring new customers is important but retaining them is what truly grows a business sustainably You won t find abstract theories or generic advice here Everything you read is designed so you can apply it immediately regardless of whether you have a large small or just starting out business No matter what you sell if you don t get people to come back you re losing money and opportunities

every day In these pages you ll discover exactly what to do so that every customer who buys once has reasons to return and not only that but also becomes an ambassador for your brand From the first purchase to creating unforgettable experiences here you ll learn how to design customer service that captivates how to surprise with strategic rewards and benefits and how to handle complaints so you turn a problem into a loyalty opportunity You ll discover the true power of loyalty programs and how to use them effectively without wasting resources on strategies that don t work We ll also discuss something fundamental that few businesses truly understand the psychology of the repeat customer Why do some people return and others don t What makes a purchase become the start of a long term relationship rather than a simple transaction Here we break down every detail so you can apply these principles no matter what type of business you have This book isn t intended for those looking for effortless magic solutions It s for those who understand that retaining customers is an art and a strategy that can make the difference between a business that survives and one that thrives If you want your customers to come back if you want to grow your business without relying solely on constantly acquiring new buyers here s everything you need to know The difference between a one time sale and a loyal customer lies in what you do after the first purchase and this book will show you exactly how to do it The Come Back Culture Jason Young,Jonathan Malm,2022-05-17 Everything equal customers choose whether they will return based on the feeling they get when interacting with your brand Research reveals that a high number of customers will go through the trouble of switching brands due to a bad customer experience Great businesses know how to make a customer feel seen understood and valued Those satisfied customers trust you more and come back and they tell their friends Backed by plenty of on the ground research and illustrated with real life examples The Come Back Culture shows you how to create an experience that keeps people coming back for more It shows you how to build a hospitable team know your guest create moments that impress recover quickly when things go wrong and more Whether you offer a service or a product online or at a physical location you can use the principles in this book to turn your customers into raving fans of your business who not only spend their money but continue to spread awareness of your brand

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