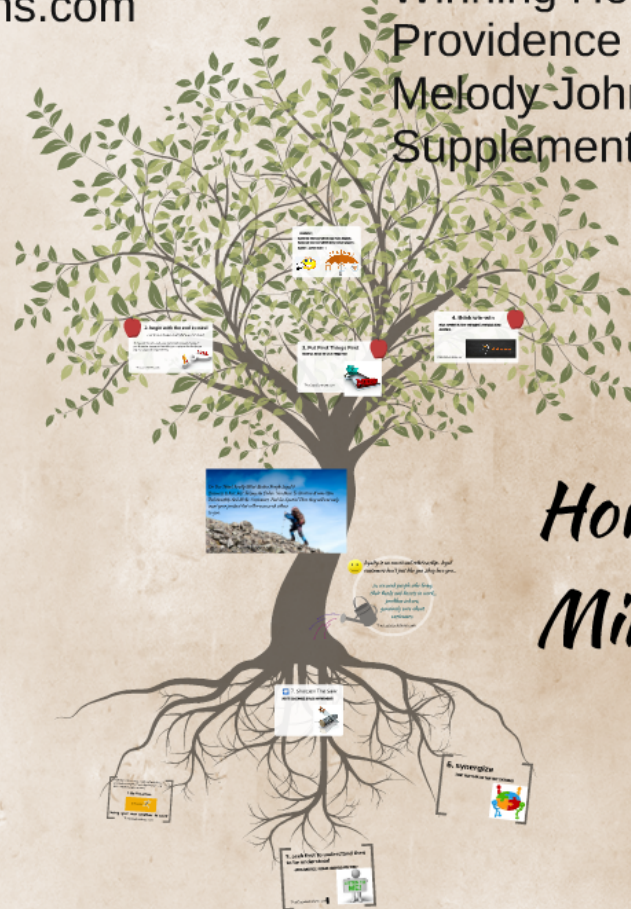


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Winning Hearts and Minds: Reforming the
Providence School District: Superintendent Dr.
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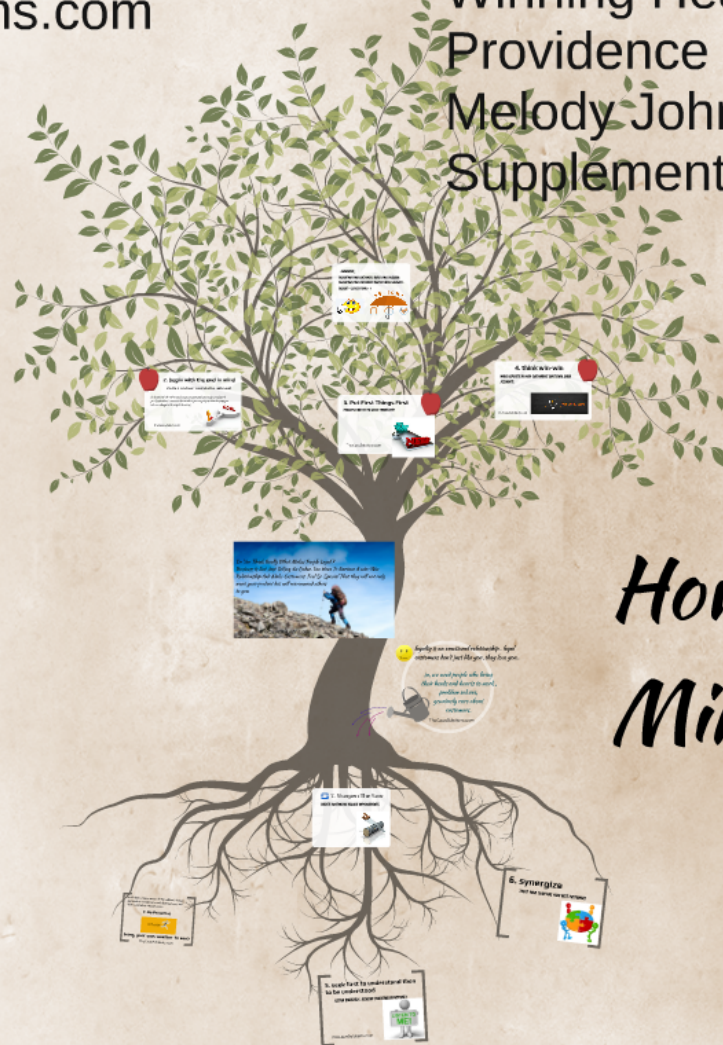
How To Win Customers' Mind And Heart

BY MOHAMED ABDEL SABOUR

PH 580

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*Don't Really What Makes People Loyal ?
Not Just Taking An Order. You Have To Nurture A relationship
And Make Customers Feel So Special That they will love your
product but will recommend others*





*loyalty is an emotional relationship . loyal
customers don't just like you ,they love you*

*so, we need people who bring
their heads and hearts to work ,
problem solvers,
genuinely care about
customers.*



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*on the basis of Steven covey 7 habits i will make between
your hands secrets of how to make loyal customers , and
deliver outstanding customer service.*

1. Be Proactive



bring your own weather to work

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2. begin with the end in mind

create a customer contribution statement

(to begin with the end in mind means to start with clear understanding of your destination, it means to know where you are going so that the steps you take are always in the wright direction)

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3. Put First Things First

PRIORITIZE AND DO THE 80\20 THINGS FIRST

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4. think win-win

MAKE DEPOSITS IN YOUR CUSTOMERS' EMOTIONAL BANK ACCOUNTS.



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5. seek first to understand then to be understood

LISTEN SINCERELY, RESOLVE CONCERNS EFFECTIVELY

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