



Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies

Robert G. Thompson

Download now

[Click here](#) if your download doesn't start automatically

Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies

Robert G. Thompson

Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies Robert G. Thompson

"Talk is cheap." A cliché, perhaps, but the idea that what we do is more important than what we say is a fundamental truth. It applies in our personal lives and can extend into our professional work, too. Learning to let your actions do the talking can be revolutionary to a company that struggles to create enduring customer relationships.

People who own, operate, manage, or otherwise lead a company are always looking for ways to improve productivity, beat the competition, and ensure long-term success. Learning how to put words and ideas into action can be a key to success in the business world.

Hooked on Customers is not about finding the right words, whether labeled as a "strategy" or not. It is an insightful, highly informative book that propels businesses into action. It explores successful customer-centric businesses, examines the ways they *execute* their strategies, and provides practical recommendations for business leaders to more effectively outperform their competition.

A must-have for any business leader who wants to have a healthy relationship with customers, this book avoids the pitfalls that often plague others that offer business advice. Frequently, company leaders turn to consultants and other resources to recommend strategies that sound great but ultimately don't have any real meaning because they are a series of words without a tie to actions.

Combining his own professional experiences working as a CEO with his extensive research and expertise as an international authority on customer-centricity, author Robert Thompson has identified the five routine organizational habits successful customer-centric businesses use when executing strategy. Legendary leading customer-centric businesses:

- LISTEN to their customers' values and feedback.
- THINK about the implications of fact-based decisions on customers
- EMPOWER employees with the freedom they need to please customers
- CREATE new value for customers, without being asked
- DELIGHT customers by exceeding their expectations

Crucial to Thompson's discussion of these habits is the premise that there are no quick fixes. Customer-centricity takes time, determination, and company-wide commitment. It must be maintained and constantly pursued to ensure that it becomes part of the fabric of a business.

In the end, the results are well worth it. *Hooked on Customers* helps leaders understand, adopt, and implement the five crucial habits that enable companies to not only survive in highly competitive, overcrowded markets but to dominate them, creating a legacy of success and inspiration along the way.

 [Download Hooked On Customers: The Five Habits of Legendary ...pdf](#)

 [Read Online](#) Hooked On Customers: The Five Habits of Legendar ...pdf

Download and Read Free Online Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies Robert G. Thompson

From reader reviews:

George Clark:

With other case, little men and women like to read book Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies. You can choose the best book if you love reading a book. Providing we know about how is important some sort of book Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies. You can add expertise and of course you can around the world by the book. Absolutely right, due to the fact from book you can know everything! From your country until foreign or abroad you will find yourself known. About simple matter until wonderful thing you may know that. In this era, you can open a book or perhaps searching by internet system. It is called e-book. You should use it when you feel bored to go to the library. Let's examine.

Joyce McDonald:

Here thing why that Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies are different and dependable to be yours. First of all studying a book is good however it depends in the content of it which is the content is as tasty as food or not. Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies giving you information deeper since different ways, you can find any guide out there but there is no book that similar with Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies. It gives you thrill reading through journey, its open up your own personal eyes about the thing that happened in the world which is maybe can be happened around you. You can bring everywhere like in park, café, or even in your technique home by train. When you are having difficulties in bringing the published book maybe the form of Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies in e-book can be your choice.

Dominique Rigney:

The guide untitled Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies is the reserve that recommended to you to see. You can see the quality of the reserve content that will be shown to anyone. The language that writer use to explained their way of doing something is easily to understand. The author was did a lot of study when write the book, hence the information that they share to you personally is absolutely accurate. You also could possibly get the e-book of Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies from the publisher to make you a lot more enjoy free time.

Daniel Pitts:

As we know that book is very important thing to add our expertise for everything. By a publication we can know everything we wish. A book is a list of written, printed, illustrated or even blank sheet. Every year ended up being exactly added. This book Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies was filled with regards to science. Spend your free time to add your knowledge about

your science competence. Some people has several feel when they reading the book. If you know how big benefit of a book, you can experience enjoy to read a guide. In the modern era like now, many ways to get book which you wanted.

Download and Read Online Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies Robert G. Thompson #BPIFA5UVHSO

Read Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies by Robert G. Thompson for online ebook

Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies by Robert G. Thompson Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies by Robert G. Thompson books to read online.

Online Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies by Robert G. Thompson ebook PDF download

Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies by Robert G. Thompson Doc

Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies by Robert G. Thompson Mobipocket

Hooked On Customers: The Five Habits of Legendary Customer-Centric Companies by Robert G. Thompson EPub