



Summary: The Best Service Is No Service: Review and Analysis of Price and Jaffe's Book

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The must-read summary of Bill Price and David Jaffe's book: "The Best Service Is No Service: How to Liberate Your Customers from Customer Service, Keep Them Happy & Control Costs".

This complete summary of the ideas from Bill Price and David Jaffe's book "The Best Service Is No Service" shows that customers don't want a "relationship" with a company - they want to buy their product and they want it to work. In fact, customer service relationships are associated by most people as negative since you only need them when something goes wrong. In their book, the authors explain seven strategies that companies should use to eliminate the need for customer service altogether. This summary explains each of these strategies and is a practical and applicable guide to improving your customer experience.

Added-value of this summary:

- Save time
- Understand key concepts
- Expand your business knowledge

To learn more, read "The Best Service Is No Service" and find out why you should forget about customer service altogether and save your company time and money.

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