

HOTLINE ADVISORY

WE CHANGED OUR SMART HOTLINE NUMBER FOR CALLS FROM
0949 889 2047 (CALLS)
TO



Smart

Logo: Smart Communications, Inc.

0999 883 8614 (CALLS)

and when we say that the number is for CALLS, it is not for TEXTING because we have a different number for that. This is for your CALLS only. The other numbers we have to contact our customer services and our maintenance crews in our Service Areas are enumerated below.

We SPECIFY - so we can let you decide how we can respond to your concerns. We want to put a value on how we can **CONNECT** and **SERVE** you better.

SERVICE AREAS

Talakag Service Area (TSA)
0917-553-5232

Laguindingan Service Area (LSA)
0917-848-1624

Manticao Service Area (MSA)
0998-554-7020

Opol Service Area (OSA)
0917-709-1549

24-HR CUSTOMER SERVICE HOTLINE NUMBERS

GLOBE

0917-325-8560 (*Texts*)
0917-794-8314 (*Calls*)

SMART

0920-955-8560 (*Texts*)
0999-883-8614 (*Calls*)



INVESTORS
IN PEOPLE | Gold

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RJ Alexander



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The Smart Start Up Tom Hopkins, Omar Periu, 2018-07-03 Start and build a high profit business choose exactly the right product for you outsell your competition and put yourself onto the road to riches Brian Tracy New York Times bestselling author **The Smart Start Up** helps readers start strong and stay strong in the early phases of growing their businesses providing fundamental strategies for beating the odds With this information entrepreneurs will be able to reach the success level of their dreams whether that s to create a legacy for generations or to follow the build and sell it road to success Within these pages Tom Hopkins and Omar Periu delve deeply into the nuances of business ownership both on the practical and emotional side of things They will help readers avoid some of the most common pitfalls entrepreneurs face Readers will learn how to establish a compass they and the rest of their teams can rely on to guide business decisions going forward Topics covered include self analysis as an entrepreneur how to evaluate a business idea how to choose the best structure for a business including working with legal and accounting professionals business communication skills hiring and managing team members prioritization selling skills marketing strategies negotiation skills and how to keep clients happy long term Own this book and you ll have the opportunity to be guided to your own success by two of the best and proven teachers in the business Bob Burg bestselling coauthor of **The Go Giver** and **The Go Giver Influencer** Inside the pages of this masterpiece you ll get the formula for success that gives you the winning edge in the hyper competitive marketplace Jeb Blount CEO of Sales Gravy and author of **Fanatical Prospecting**

High-Tech, High-Touch Customer Service Micah Solomon, 2012-05-26 Twitter smartphones and self service kiosks are taking over and tech savvy business dealings are no longer an advantage they re a requirement With entertaining humor and inarguable logic author Micah Solomon offers surefire strategies for success by exploring the timelessness of customer service i e what hasn t changed the high tech tools that could give you a customer service advantage and the systemic social shifts that are changing your customer s expectations of the way you do business You ll learn inside secrets of wildly successful customer service initiatives from internet startups to venerable brands and how to turn casual customers into fervent supporters who will spread the word far and wide online and off **High Tech High Touch Customer Service** does this by teaching readers the six major customer trends and what they mean for business the eight unbreakable rules for social media customer service how to effectively address online complainers and saboteurs on Yelp Twitter TripAdvisor and other forums how to understand and leverage the rising power of self service and how to build a company culture that breeds stellar customer service With special features including lessons from the latest newsworthy customer service blunders you ll be equipped to retool old fashioned customer service and turn time strapped screen addicted value savvy and socially engaged critics into fervent loyal customers who help your business thrive Smart Start-Ups David Silver, 2007-05-18 Praise for Smart Start Ups Silver s new book is a masterpiece of clarity concerning the next great entrepreneurial wave and my only problem with it was the charley horse in my elbow I got turning the pages

Robin Richards founding President MP3 com and CEO Notification Technologies Inc Silver is a modern day Prometheus For community entrepreneurs Smart Start Ups contains the secrets of fire from the heavens If you work with communities of any kind you ignore this book at your own peril John Szeder former senior game developer Digital Chocolate Inc and CEO Mofactor Inc Silver dives in and pulls the naked truth out of the world of online communities There s nothing like it on the shelves He speaks with the best and brightest in the mobile and online community markets Sean Malatesta founder Yack Media Services and Vice President Indiagames Inc Smart Start Ups is a must read for any aspiring Internet entrepreneur Silver cuts right to the heart of the important fact that communities are like entire nations but without geographic borders and they re creating the greatest transformation since the Industrial Revolution Clarence Briggs founder and CEO AIT com Silver s book is an excellent captivating ingenious and essential read for anyone who wants to know how to create wealth by starting an online community One mark of a great book is that it makes you see things in a new way Silver certainly succeeds in that respect Kyle E Gillman founder and CEO Forgefinder Inc *Start-Up Smarts* Barry H Cohen,Michael Rybarski,2009-12-18 The section on testing your new business concept is unlike anything in any other book on start ups How much is it worth to know that your new business is something your customers will want before you invest in it Pat Cunningham Wall Street Journal Advertising Advisor and former Vice Chairman N W Ayer Global Advertising Agency Start Up Smarts is an explosive work of ten powerful practical steps that lay out reality Dr Jeffrey Magee Publisher Performance Magazine To make sure your start up succeeds in the most profitable way you need to plan and prepare your way to prosperity This means learning the secrets of successful entrepreneurs from knowing whom to trust to adapting in a changing marketplace Start up specialists and thriving business owners Barry H Cohen and Michael Rybarski reveal the critical keys to getting your new business up and running a profit including how to Create a Flexible Business Plan Find Out What Your Customers Really Want Capitalize on the Right Trends Hire the Best People Choose the Most Lucrative Partners Complete with real life success stories from first time entrepreneurs and the best businesses to start right now Start Up Smarts guarantees your new business will prosper in any market **Customer Service Over the Phone** Stephen Coscia,1999-01-11 Exceptional customer service is crucial to a successful phone based business Quality service can secure customer loyalty while poor service can lose it This concise guide examines various important scenarios that a customer service representative is likely to encounter and shows how to best handle each situation This guide also explains how to make effective use of voice mail email fax and letters **Airline e-Commerce** Michael Hanke,2016-05-20 From the few tickets that were sold by Alaska Airlines and former British Midland in December 1995 via the industry s first airline booking engine websites global online travel has grown to generate today more than half a trillion dollars in annual revenue This development has brought significant changes to the airline business travel markets and consumers Today airlines worldwide not only use e commerce for online marketing and selling but also as a platform to offer unique services and capabilities that

have no counterpart in the physical world This book is an in depth introduction to airline e commerce It covers a broad scope of areas that are essential to an airline s ongoing digital transformation Digital properties features E marketing E sales distribution Web customer service E commerce organization E commerce strategy Written by an airline e commerce expert and illustrated with numerous examples of leading airlines in this area Dr Hanke provides for comprehensive behind the scenes details of how airline e commerce works This book is a crucial companion for students and practitioners alike because it allows the reader to acquire a thorough foundation of airline e commerce Furthermore the book enables the reader to appreciate the ramifications of airline e commerce in certain corporate areas and to take effective action for a successful e commerce strategy

Customer Service for Hospitality and Tourism Simon Hudson,Louise Hudson,2012-11-02 Customer service is of critical importance for the tourism and hospitality sector now more than ever before as customers are looking to increase value for money and are less forgiving of mediocre service However despite its importance quality customer service is the exception rather than the norm in many parts of the world Customer Service for Hospitality and Tourism is a unique text and vital to both students and practitioners as it explains not only the theory behind the importance of customer service but also acts as a guidebook for those wishing to put this theory into practice In essence it is the whys and hows of customer service It is easy to read very current and full of references to all the latest research from both academic and practitioner literature Chapters cover important topics such as the financial and behavioural consequences of customer service consumer trends influencing service developing and maintaining a service culture managing service encounters the importance of market research building and maintaining customer relationships providing customer service through the servicescape the impact of technology on customer service the importance of service recovery and promoting customer service internally and externally Key features include An At Your Service Spotlight at the beginning of each chapter focuses on the achievements of successful individuals related to the art of customer service Each chapter contains a Service Snapshot short real life cases to illustrate a particular concept or theoretical principle presented in the chapter Detailed international Case Studies which cover a variety of sectors organizations and regions designed to foster critical thinking the cases illustrate actual business scenarios that stress several concepts found in the chapter They analyze customer service in the U S South America South Africa Europe Russia Australia China Canada Korea and Dubai

InfoWorld ,1995-07-03 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects

Keys to Terrific Customer Service (paperback) Laurence Hatch,2008-09-14 Keys to Terrific Customer Service is not just a motivational book like hundreds of other customer service books on the market It is a serious textbook that analyzes all aspects of customer satisfaction trends in modern high tech service delivery and new concepts of measuring customer wants and needs KTTCS is an ideal inspirational resource for any small business owner customer service manager quality assurance specialist service process planner customer relations supervisor or business consultant Over 165 topics are

covered in remarkable detail with clear examples and action plans **Enterprise-Wide Change** Stephen Haines,Gail Aller-Stead,Jim McKinlay,2004-11-03 Leave piecemeal strategic change approaches behind and learn how to plan facilitate and integrate your change efforts for lasting success Enterprise Wide Change takes you through the Rollercoaster of Change showing you how to deal with resistance regard skeptics as your best friends and build a buy in and stay in strategy among your employees The authors use the science of Systems Thinking a comprehensive yet simple and integrated way to analyze and build synergy from key organizational elements You ll find proven and practical questions summaries case studies examples and worksheets as well as systems tools tips and techniques to foster organization change and development

Profiles of Public-private Partnerships for Child Care ,1998 *Digital Customer Service* Rick DeLisi,Dan Michaeli,2021-08-31 Digital Customer Service is the new standard for creating a 5 star customer experience As much as technology has improved our lives for many people customer service experiences remain unnecessarily frustrating But the advent of Digital Customer Service DCS promises to make these interactions seamless and effortless by creating experiences that occur entirely on a customer s own screen even in situations where it is preferable to speak to an agent Digital Customer Service Transforming Customer Experience for an On Screen World traces the evolution of customer service as well as the evolution of customer expectations and the underlying psychology that drives customer behavior from the days of the first call centers in the 1980s all the way to today s digital world Written for Customer Service and Customer Experience leaders as well as C suite executives CEOs CFOs CIOs Digital Customer Service helps business leaders balance three critical priorities Creating an excellent experience for customers that increases customer loyalty and profitability Driving down the cost of Customer Service Support interactions while increasing revenue through Sales interactions Moving quickly toward the goal of digital transformation We have discovered in our research and our first hand experience that when companies commit to achieving true Digital Customer Service they can make significant progress toward all three of these goals at once Digital Customer Service provides the roadmap for how your company can get there And when you do who wins EVERYONE

Maximize Your Social Neal Schaffer,2013-09-06 Create and maintain a successful social media strategy for your business Today a large number of companies still don t have a strategic approach to social media Others fail to calculate how effective they are at social media one of the critical components of implementing any social media strategy When companies start spending time and money on their social media efforts they need to create an internal plan that everyone can understand Maximize Your Social offers a clear vision of what businesses need to do to create and execute upon their social media for business road map Explains the evolution of social media and the absolute necessity for creating a social media strategy Outlines preparation for mechanics of and maintenance of a successful social media strategy Author Neal Schaffer was named a Forbes Top 30 Social Media Power Influencer is the creator of the AdAge Top 100 Global Marketing Blog Windmill Networking and a global social media speaker Maximize Your Social will guide you to mastery of social media

marketing strategies saving you from spending a chunk of your budget on a social media consultant Follow Neal Schaffer's advice and you'll be able to do it yourself and do it right **Powerful Phrases for Effective Customer Service** Renee Evenson, 2012-09-12 Dealing with customers isn't easy they aren't always right or even pleasant Business author Renee Evenson ensures you'll always have the right words to defuse tense interactions Practical and insightful this book ensures you'll never again be at a loss for what to say to customers In *Powerful Phrases for Effective Customer Service* she covers 30 challenging customer behaviors and 20 common employee caused negative encounters to teach you how to assess circumstances choose one of many appropriate responses and confidently and consistently deliver customer satisfaction Helpful sample scenarios and tangible instructions bring the phrases to life while detailed explanations bolster your confidence so that you'll have the right words as tools at your disposal and the skills to deliver those words effectively By incorporating language that communicates welcome courtesy rapport enthusiasm assurance regret empathy and appreciation you'll not only be capable of overcoming obstacles you'll strengthen all facets of your customer service

Smart Bots, Happy Customers Gosia Szaniawska-Schiavo, 2024-08-26 Did you know that AI can automate up to 58% of customer service interactions Our study on chatbot statistics also confirmed that almost 1.5 million people had at least one conversation with a chatbot within the past year Well AI revolutionized how businesses help their clients It enabled 24/7 support through chatbots and virtual assistants increased efficiency and allowed human agents to focus on more complex issues There is just one issue Not every chatbot is AI Simultaneously not all AI powered solutions will be perfect for all tasks related to customer service especially in the ecommerce field Believe us we would know At Tidio we help 300k businesses worldwide automate customer service collect leads on autopilot and increase sales Tidio is one of the most installed chatbot and live chat companies worldwide specializing in providing tailored customer service solutions We always strive to be on the cutting edge and respond to our customers biggest challenges One of them is strategically combining rule based and AI powered chatbots so that businesses can elevate their customer service to new heights **How to Start a Mattress**

Cleaning Business Miguel Perez Publishing, Are you looking for a low cost high demand business opportunity with the flexibility to work on your terms *How to Start a Mattress Cleaning Business* is your complete guide to launching and growing a successful mattress cleaning venture This book provides step by step guidance on everything from selecting the right equipment and eco friendly cleaning solutions to mastering specialized techniques for memory foam mattresses Learn how to market your services effectively attract residential and commercial clients and scale your business with franchise opportunities Whether you're an aspiring entrepreneur stay at home parent or looking to supplement your income this guide will help you build a profitable and sustainable mattress cleaning business Discover how to Identify the best tools and cleaning solutions for various mattress types Offer eco friendly services that appeal to health conscious customers Market your business using digital strategies and word of mouth referrals Cater to allergy sufferers and commercial clients including

hotels and businesses Manage customer service and expand your operations for long term success Turn your entrepreneurial dreams into reality with this actionable business guide Get started today and build a thriving mattress cleaning business

The AI Revolution in Customer Service and Support Ross Smith, Mayte Cubino, Emily McKeon, 2024-07-16 In the rapidly evolving AI landscape customer service and support professionals find themselves in a prime position to take advantage of this innovative technology to drive customer success The AI Revolution in Customer Service and Support is a practical guide for professionals who want to harness the power of generative AI within their organizations to create more powerful customer and employee experiences This book is designed to equip you with the knowledge and confidence to embrace the AI revolution and integrate the technology such as large language models LLMs machine learning predictive analytics and gamified learning into the customer experience Start your journey toward leveraging this technology effectively to optimize organizational productivity A portion of the book's proceeds will be donated to the nonprofit Future World Alliance dedicated to K 12 AI ethics education IN THIS BOOK YOU WILL LEARN About AI machine learning and data science How to develop an AI vision for your organization How and where to incorporate AI technology in your customer experience flow About new roles and responsibilities for your organization How to improve customer experience while optimizing productivity How to implement responsible AI practices How to strengthen your culture across all generations in the workplace How to address concerns and build strategies for reskilling and upskilling your people How to incorporate games play and other techniques to engage your agents with AI Explore thought experiments for the future of support in your organization Insightful comprehensive if you run a service support operation put this book on your essential reading list right now PHIL WOLFENDEN Cisco VP Customer Experience This book is both timely and relevant as we enter an unprecedented period in our industry and the broader world driven by Generative AI The magnitude and speed of change we're experiencing is astounding and this book does an outstanding job balancing technical knowledge with the people and ethical considerations we must also keep front of mind BRYAN BELMONT Microsoft Corporate VP Customer Service Support The authors of this book are undoubtedly on the front lines of operationalizing Gen AI implementations in customer support environments and they know undoubtedly that at its core support is about people and genuine human connections This book walks you through their journey to keep people at the center of this technical tsunami PHAEDRA BOINODIRIS Author AI for the Rest of Us

Great Pajama Jobs Kerry E. Hannon, 2020-07-27 Find out how to secure and thrive in a work from home or remote access job Get out of your work clothes and into pajamas for good Did you fall in love with working from home during the months of coronavirus restrictions Is working in your pajamas appealing Do you want to earn some income on the side In 2020 the workplace has been transformed and working from home has exploded It may in fact be the new reality of working for many of us some full time some as a hybrid work scenario With some information and expert guidance you can transform your workday take control of your time and explore exciting new opportunities Great Pajama Jobs Your Complete Guide to

Working from Home is your playbook Until recently you may have gone to an office that was uninspiring or chaotic or spent a large part of your busy day responding to emails and working on computer tasks that could easily be accomplished from home You may have spent hours commuting each day Then too you may be a military spouse in search of an ideal remote job to take with you to a new base or you may need to manage your personal health issues or caregiving duties Or you may simply want to inch a little closer to a more favorable work life balance The truth is you may need the autonomy and flexibility of working remotely for a myriad of reasons Great Pajama Jobs is your ultimate guide to finding a job where you can work remotely and advance your career while working in pajamas or certainly something more comfortable than traditional work garb Learn the nuts and bolts of how to land a remote access job you love that will allow you to thrive in your career or bring in extra income in retirement Discover up to date resources for finding a solid work from home job for professionals Read insightful interviews with professionals who have already made the move successfully Learn more about leading companies recognized for providing remote employment opportunities Explore great remote jobs in a variety of fields There s something here for everyone a job hunter s smorgasbord No this is not the master list of every job under the sun but you ll discover plenty of ideas to spur your imagination about how you can make the most of your talents to create work that well works for you Each job description follows this format the nitty gritty pay range and qualifications needed with a smattering of job hunting tips tossed in In Kerry s Great Pajama Jobs Workshop you ll reap the benefits of professional advice and strategies with information to help you land that work from home job including a resume revamp the best online job boards for home based positions tips on time management and organizing a productive home office tax advice and help with saving for retirement when you re on your own Working from home is here and it s real This year s work from home mandates for many workers around the world due to the coronavirus has pushed many employers to embrace and trust remote work Technology has already boosted the phenomenal growth of home based employment in recent years and continues to do so Remote jobs are popular for a good reason They save you commute time and allow you to focus on completing your work productively and successfully and they typically provide employers significant cost savings as well You have the flexibility to choose career opportunities that do not require you to commit long hours inside an office environment Experience all that a more flexible position can offer when you look to the guidance found in this remote employment roadmap If you land home office work comfortable work clothing or even PJs may be your wardrobe of the future Great Pajama Jobs will help you get on track to finding the best remote job for you

Pro Service-Oriented Smart Clients with .NET 2.0 Sayed Hashimi, Scott J. Steffan, 2006-11-07 Pro Service Oriented Smart Clients with NET 2 0 demonstrates how Smart Clients satisfy multiple purposes First you deploy a Smart Client application to a server and send your user base a URL Then when a user clicks the link the server downloads the application to the end users machine and then runs it on the client just like a desktop application This book satisfies growing demand for a professional resource on Smart Clients This

comprehensive book is unique because it touches all of the bases agility service orientation testing intelligence and even a definition of what the smart in Smart Client means **Branded Customer Service** Janelle Barlow,Paul Stewart,2006-09-14

Branding is an integral part of modern business strategy But while there are dozens of books on branding products and marketing campaigns nobody has applied the logic and techniques of branding to customer service until now Branded Customer Service is a practical guide to moving service delivery to a new level so that brand reinforcement occurs every time customers interact with organizational representatives Janelle Barlow and Paul Stewart show how to infuse an entire organization with brand values and create a recognizable style of service that reflects brand promises and brand images

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