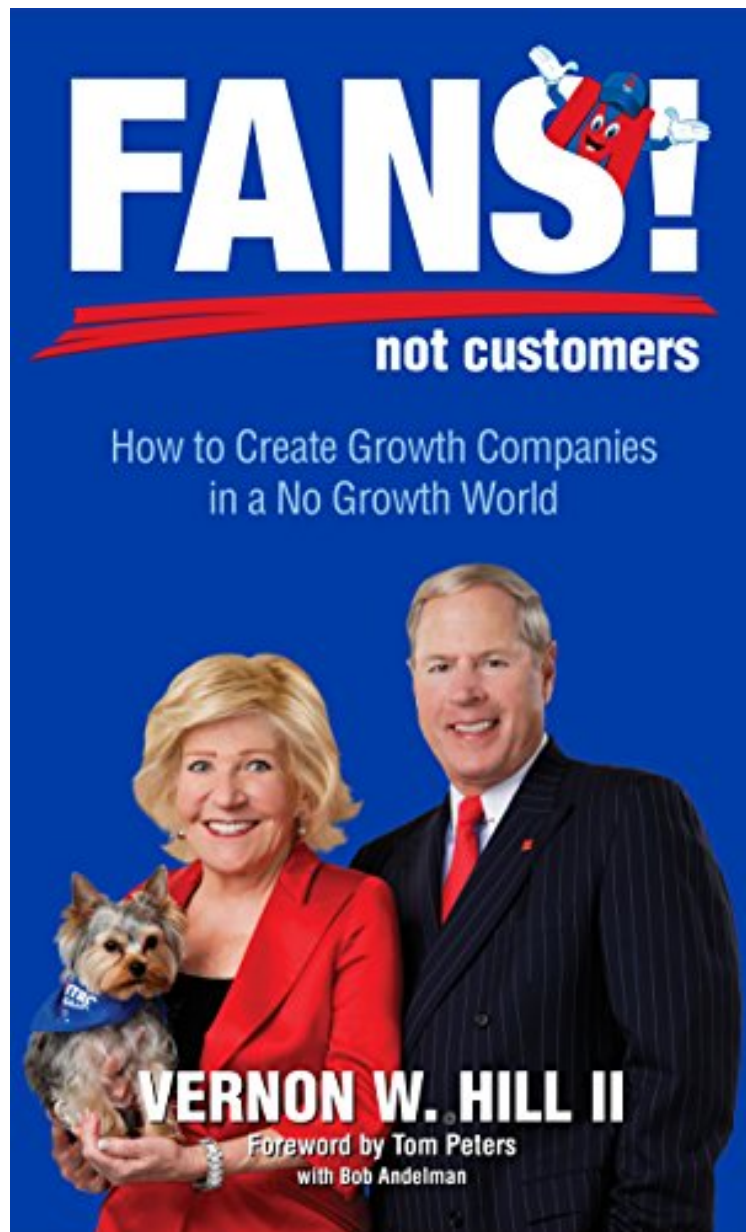


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Fans! Not Customers: Revised Edition: How to Create Growth Companies in a No Growth World

Vernon Hill, Bob Andelman

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Fans! Not Customers: Revised Edition: How to Create Growth Companies in a No Growth World:

Most companies plod along doing things as everyone always has. So there are huge opportunities for people trying to break the mould, even in old-fashioned businesses like banking or insurance. Of course it happens all the time in the digital world, but it can happen anywhere - so long as you turn your customers into fans. When that happens your customers - who will sing your praises when your competitors' customers are grumbling all the time - become your greatest allies in marketing and sales. Then you can really go for growth. But to amaze and delight your customers and clients isn't easy, and requires constant work and innovation - this book, generously scattered with examples and case studies drawn from Vernon Hill's own experience shows how it is to be done.