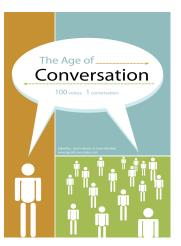
Welcome to the Age of **Conversation**

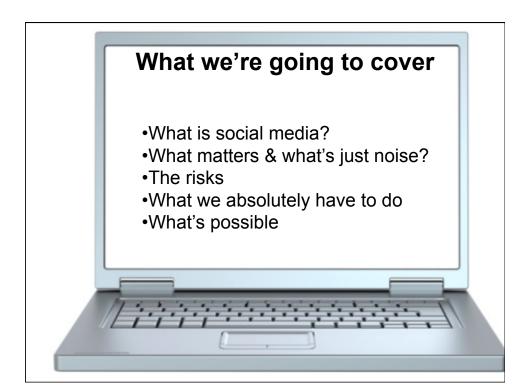


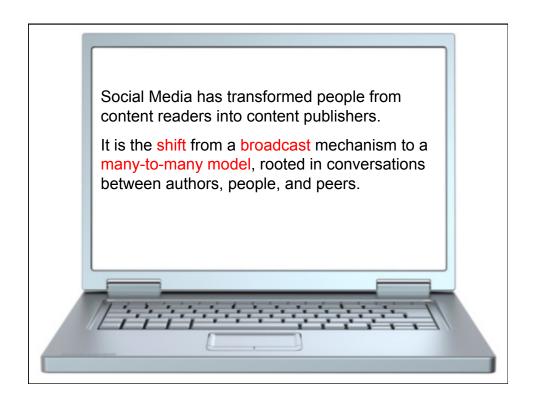
The thrills and the threats

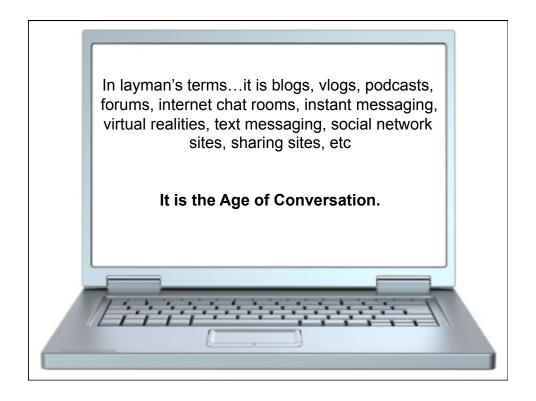
Drew McLellan

Can it deliver the knock out punch?

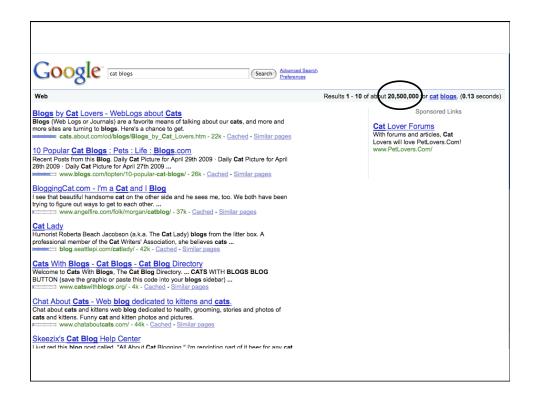






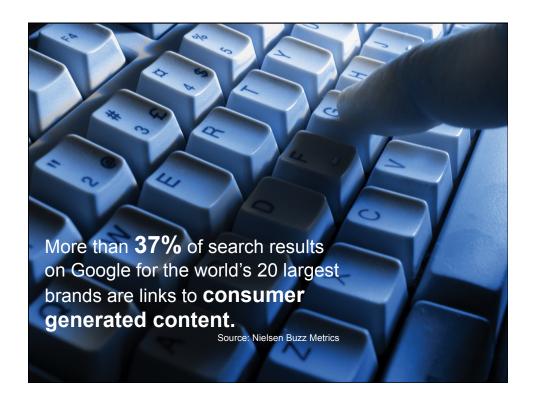






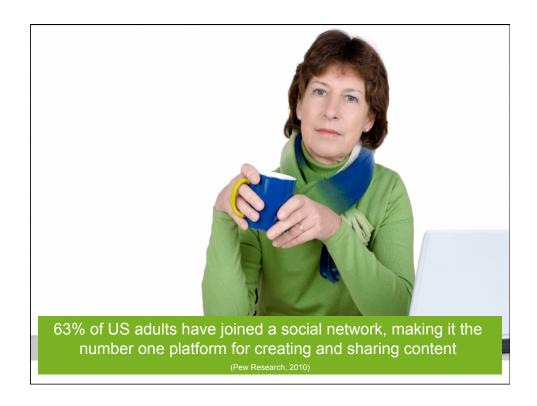












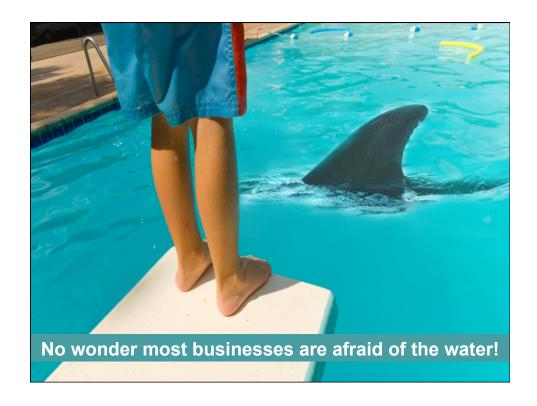






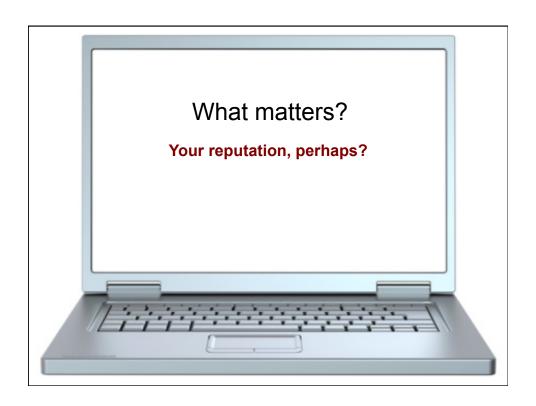




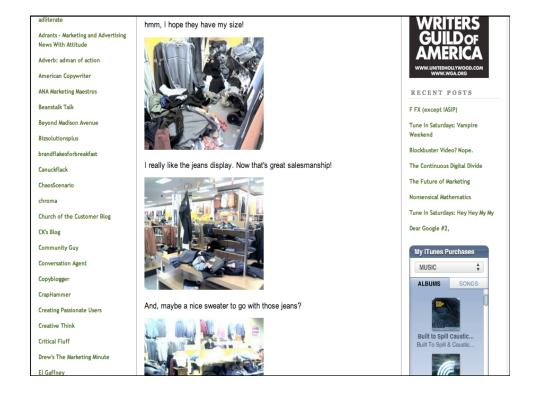














« How's the view from inside the bottle? | Main | Grace »

It's your fault!

Remember the discussion about Kohl's right after the holidays. Paul (HeeHawMarketing) posted some photos about his experience in a local store. The place was a disaster.

I followed up with a post saying that Paul's experience is a symptom of bad or a complete lack of branding. When an organization doesn't have a clear direction -- it generates some significant problems.

> · When your employees don't understand your brand -- even the best employees flounder around, trying to do what they think they should.











ABOUT DREW

McLellan Marketing Group 1430 Locust Street, Suite 200 Des Moines, Iowa 50309 (515) 251-8400

Have You Read Drew's Book?

hee-hawmarketing®









ABOUT



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BLOGROLL

adfreak

AdJab

Adrants - Marketing and Advertising News With Attitude

Adverb: adman of action

« The First Time I Wanted to Marry a Phone | Main | Tune In Saturdays: Field Music »

January 10, 2007

Hurricane Kohl's! The Resolution, sort of.

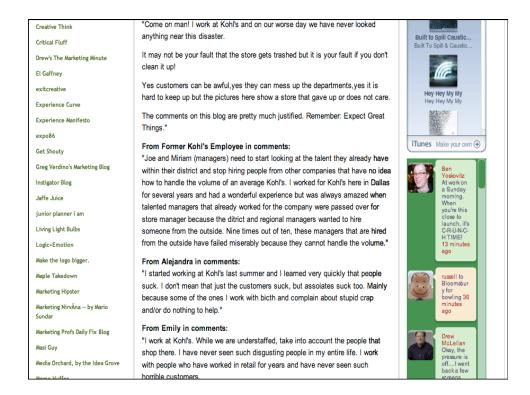
Please know that it is our top priority to provide you, and all of our customers, a quality shopping experience. I'm very sorry that you recently encountered an unacceptable store environment, and from your pictures, clearly not up to our standards. I have advised our senior level management, they've been made aware, and they're highly committed to addressing it. So, thanks again for letting me know. I do appreciate hearing from you and we do value your patronage.

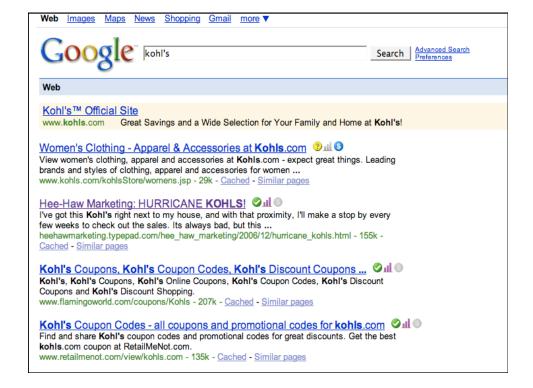
-VP Public Relations, Kohl's Corp.













Tom Vander Well's thoughts, observations, rants and raves from the front-lines of Call-Center Quality Assessment.



« It's INCREDIBLE! | Main | Service: It's Not "Geek" to Robert Stephens Either! »

Service: It's Not "Geek" to Me

I bought a laptop from Best Buy along with an extended service agreement. When the monitor fritzed out and the card slot stopped working I took it into the Geek Squad (I just love how they've branded it) where I was told the computer would have to be sent to "Geek City" for repair.



When the computer returned (ahead of schedule) I was pleased. I asked the geek who returned my computer if both the screen and card slot were fixed and after glancing at the repair report he said they were. He was wrong. The card slot appears not to have been touched and

The Geek Squad

I returned to the Geek Squad (It's an hour drive one way) and explained the

ABOUT TOM
Tom Vander Well
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Tom Vander Well's thoughts, observations, rants and raves from the front-lines of Call-Center Quality Assessment.



« 5 Commonly Missed Courtesies | Main | Tag - You're it!! »

The Geek Squad Incident - Epilogue II

A few weeks ago, I had a series of posts about my experience with The Geek Squad at Best Buy. Robert Stephens and his gaggle of Geeks turned my frustrating customer experience into a classic example of service recovery and customer redemption. I was impressed at their responsiveness, and through the experience they've made me a loval customer.



A few days after my repaired laptop had been promptly returned from Geek City, I was surprised to return home to find another box from the Geek Squad on my door step. Inside I found frosting on the cake. There were a few small Geek Squad tsotchkes and my very own Geek Squad shirt.

I'm an honorary Geek!...and a raving fan. Well done!

ABOUT TOM

Tom Vander Well Book Tom to Speak Email Me

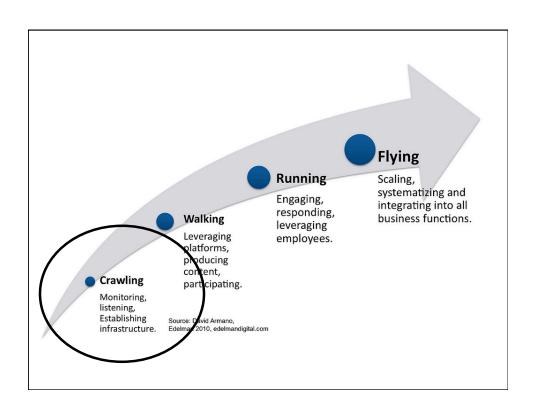
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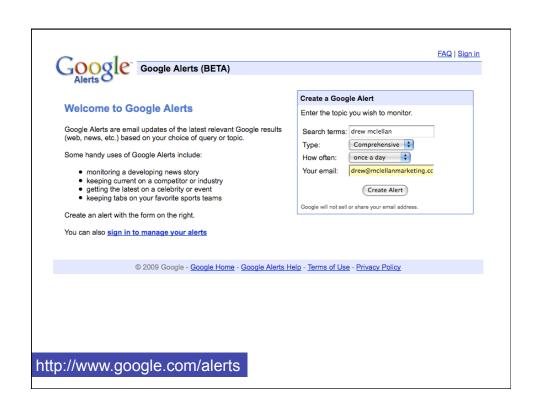
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Google Blogs Alert for: "drew mclellan"

Servant of Chaos: Our Lives in Public

By Gavin Heaton

Take for instance, the recent examples where people have lost their jobs, been disciplined or otherwise penalised for their actions on social networking sites. As **Drew McLellan** points out in Who Really Owns Your Social Media Persona?: ...

Servant of Chaos - http://www.servantofchaos.com/

Beth's Blog: How Nonprofits Can Use Social Media: Social Media in ...

By Beth

Drew McLellan puts it, "If you drop the f-bomb on Twitter, does your boss have a right to wince?" He goes on to ask these questions: Do you think employee manuals of the future will have "social media quidelines? ...

Beth's Blog: How Nonprofits Can... - http://beth.typepad.com/beths_blog/

Drew McLellan - 97 Bottles

By Drew McLellan

97 Bottles is a totally free service that lets you review, recommend and learn about beer with your friends.

97bottles.com: Newest timeline items - http://97bottles.com/

lowaBiz: Dance with the one that brought you

By Drew McLellan

by **Drew McLellan** in Marketing & Branding April 15, 2009. 36840161 Sure, we all want new clients/customers. After all, that's why we are in business, right? Somehow in the hustle and bustle of marketing, a very important group often gets ...

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