

Definisi Pelayanan Prima atau Service Excellence

Pelayanan prima adalah terjemahan dari "*Excellent Service*", yang berarti pelayanan yang sangat baik atau pelayanan yang terbaik. Pelayanan dalam bahasa Inggris disebut *Service*. Beberapa pakar tentang **Pelayanan Prima** mengolah kata *service* yang lebih bermakna.

Catherine DeVrye (1997) mengolah kata *service* menjadi **Tujuh Strategi Sederhana Menuju Sukses** :

1. **Self Esteem** (Memberi Nilai pada Diri Sendiri)
2. **Exceed Expectations** (Melampaui Harapan Konsumen)
3. **Recover** (Merebut Kembali)
4. **Vision** (Visi)
5. **Improve** (Melakukan Peningkatan Perbaikan)
6. **Care** (Memberi Perhatian)
7. **Empower** (Pemberdayaan)

Untuk melaksanakan tugas sebagai frontliner tentunya didasari pada pelayanan yang mengacu pada kepuasan pelanggan (*customer satisfaction*) yang dilayani.



Definisi Kepuasan adalah tingkat perasaan seseorang setelah membandingkan kinerja (hasil) yang dirasakan dengan harapannya, dengan diasumsikan bahwa kalau kinerja di bawah harapan, pelanggan akan merasa kecewa, kalau kinerja sesuai harapan, pelanggan akan merasa puas, dan kalau kinerja melebihi harapan, pelanggan akan sangat puas. Kepuasan pelanggan merupakan tujuan utama **pelayanan prima**. Setiap frontliner berkewajiban untuk berupaya memuaskan pelanggannya. Kepuasan pelanggan dapat dicapai apabila frontliner mengetahui siapa pelanggannya, baik pelanggan internal maupun pelanggan external.

Definisi Pelayanan Prima

Roman Wölfel



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Table of Contents Definisi Pelayanan Prima

1. Understanding the eBook Definisi Pelayanan Prima
 - The Rise of Digital Reading Definisi Pelayanan Prima
 - Advantages of eBooks Over Traditional Books
2. Identifying Definisi Pelayanan Prima
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Definisi Pelayanan Prima
 - User-Friendly Interface
4. Exploring eBook Recommendations from Definisi Pelayanan Prima
 - Personalized Recommendations
 - Definisi Pelayanan Prima User Reviews and Ratings

- Definisi Pelayanan Prima and Bestseller Lists
- 5. Accessing Definisi Pelayanan Prima Free and Paid eBooks
 - Definisi Pelayanan Prima Public Domain eBooks
 - Definisi Pelayanan Prima eBook Subscription Services
 - Definisi Pelayanan Prima Budget-Friendly Options
- 6. Navigating Definisi Pelayanan Prima eBook Formats
 - ePub, PDF, MOBI, and More
 - Definisi Pelayanan Prima Compatibility with Devices
 - Definisi Pelayanan Prima Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Definisi Pelayanan Prima
 - Highlighting and Note-Taking Definisi Pelayanan Prima
 - Interactive Elements Definisi Pelayanan Prima
- 8. Staying Engaged with Definisi Pelayanan Prima
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Definisi Pelayanan Prima
- 9. Balancing eBooks and Physical Books Definisi Pelayanan Prima
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Definisi Pelayanan Prima
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Definisi Pelayanan Prima
 - Setting Reading Goals Definisi Pelayanan Prima
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Definisi Pelayanan Prima
 - Fact-Checking eBook Content of Definisi Pelayanan Prima
 - Distinguishing Credible Sources

13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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