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Exceptional Service, Exceptional Profit: The Secrets of Building a Five-Star Customer-Service Organization By Leonardo Inghilleri and Micah Solomon CHAPTER ONE The Engineer on the Ladder Reaching for the Highest Level of Service Suppose you're the manager of a group of hotels. In one of them, a maintenance engineer is

Exceptional Service, Exceptional Profit Chapter One

In Exceptional Service, Exceptional Profit, insiders Leonardo Inghilleri and Micah Solomon reveal the secrets of providing online and offline customer service so superior it nearly guarantees loyalty.

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"This smart primer on customer service strategy is a must-read for managers and anyone interested in transforming their interactions with clients. "Exceptional Service, Exceptional Profit" is a manual for winning customer loyalty that actually inspires."-- Daniel H. Pink, author of "A Whole New Mind ...

Exceptional Service, Exceptional Profit: The Secrets of

"The new guru of customer service excellence is Micah Solomon" --The Financial Post" Page 4 Exceptional Service, Exceptional Profit. Micah Solomon is the co-author of Exceptional Service, Exceptional Profit: The

Secrets of Building a Five-Star Customer Service Organization (AMACOM Books) and President of Oasis Disc Manufacturing.

Seven Keys to Building Customer Loyalty-- and Company Profits

Exceptional Service, Exceptional Profit 2. EXCEPTIONAL SERVICE, EXCEPTIONAL PROFIT The Secrets Of Building A Five-Star Customer Service Organization AUTHOR: Leonardo Inghilleri and Micah Solomon PUBLISHER: Amacom DATE OF PUBLICATION: 2010 170 pages 3.

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In their book, service experts Micah Solomon and Leonardo Inghilleri teach you how to plan and implement an exceptional service program. getAbstract cheers this nicely written book. It is a pleasure to read and it explains exceptional service clearly.

Exceptional Service, Exceptional Profit Summary | Leonardo

In Exceptional Service, Exceptional Profit, insiders Leonardo Inghilleri and Micah Solomon reveal the secrets of providing online and offline customer service so superior it nearly guarantees loyalty.

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The Hardcover of the Exceptional Service, Exceptional Profit: The Secrets of Building a Five-Star Customer Service Organization by Leonardo Inghilleri, ... I recently got my hands on an early copy of "Exceptional Service, Exceptional Profit" and want to take a minute to recommend this useful --and very enjoyable -- book. ... service experts ...

Exceptional Service, Exceptional Profit: The Secrets of

In Exceptional Service, Exceptional Profit insiders Leonardo Inghilleri and Micah Solomon reveal the secrets of providing online and offline customer service so superior it nearly guarantees loyalty.

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