

Five Star Service: How To Deliver Exceptional Customer Service

The New York Times bestselling work of undercover reportage from our sharpest and most original social critic, with a new foreword by Matthew Desmond, author of *Evicted*. Millions of Americans work full time, year round, for poverty-level wages. In 1998, Barbara Ehrenreich decided to join them. She was inspired in part by the rhetoric surrounding welfare reform, which promised that a job—any job—can be the ticket to a better life. But how does anyone survive, let alone prosper, on \$6 an hour? To find out, Ehrenreich left her home, took the cheapest lodgings she could find, and accepted whatever jobs she was offered. Moving from Florida to Maine to Minnesota, she worked as a waitress, a hotel maid, a cleaning woman, a nursing-home aide, and a Wal-Mart sales clerk. She lived in trailer parks and crumbling residential motels. Very quickly, she discovered that no job is truly "unskilled," that even the lowliest occupations require exhausting mental and muscular effort. She also learned that one job is not enough; you need at least two if you intend to live indoors. *Nickel and Dimed* reveals low-rent America in all its tenacity, anxiety, and surprising generosity—a land of Big Boxes, fast food, and a thousand desperate stratagems for survival. Read it for the smoldering clarity of Ehrenreich's perspective and for a rare view of how "prosperity" looks from the bottom. And now, in a new foreword, Matthew Desmond, author of *Evicted: Poverty and Profit in the American City*, explains why, twenty years on in America, *Nickel and Dimed* is more relevant than ever.

Saying good-bye after a visit with his beloved grandfather who reminds him that they both live under the same moon, young Max is astonished to observe the moon following him home and is comforted by the knowledge that the moon will always shine above everyone he loves.

A down-and-out musician chops off his hair to become a server at the top of the Hollywood food chain, discovering a cloistered world of money, fame, bad behavior and intrigue. *Waiter to the Rich and Shameless* is not just a peek into the secretive inner workings of a legendary five-star restaurant; it is not just a celebrity tell-all or a scathing corporate analysis. It is a top-tier waiter's personal coming-of-age story, an intimate look into the complicated challenges of serving in the country's most elite, Hollywood-centric dining room while fighting to maintain a sense of self and purpose.

Service advisors have the most difficult job in the automotive service industry...and that's without knowing anything about the technical aspects of an automobile. Being able to understand the basics of what a technician is telling them, and then being able to relay that information in simple, easy-to-understand terms to a customer are critical to a successful sale. This book describes basic vehicle systems, common problems, and frequent repairs in a manner that applies directly to the service advisor's job.

Flip It

Great Hotel and Restaurant Leaders Share Their Secrets

Victorious Star

Insider Tips on Getting the Best Value, Service, and Security in Accommodations from Bed-and-Breakfasts to Five-Star Resorts

Writings on Nonviolent Social Change

How to Save An Hour Every Day

Max and the Tag-Along Moon

The Case for Capitalism

Son of Hamas is now available in softcover with an all-new chapter about events since the book's release such as the revelation of Mosab's Israeli intelligence handler's true identity, and Homeland Security's effort to deport the author. Since he was a small boy, Mosab Hassan Yousef has had an inside view of the deadly terrorist group Hamas. The oldest son of Sheikh Hassan Yousef, a founding member of Hamas and its most popular leader, young Mosab assisted his father for years in his political activities while being groomed to assume his legacy, politics, status . . . and power. But everything changed when Mosab turned away from terror and violence, and embraced instead the teachings of another famous Middle East leader. In *Son of Hamas*, Mosab reveals new information about the world's most dangerous terrorist organization and unveils the truth about his own role, his agonizing separation from family and homeland, the dangerous decision to make his newfound faith public, and his belief that the Christian mandate to "love your enemies" is the only way to peace in the Middle East.

Some areas of your work and life might need a bit of help - others you might think are pretty good. But even the good bits could almost certainly be better, and now is the time to make the next step up and really shine. The second edition of bestselling *How To Be Brilliant* provides a complete practical guide to gaining new levels of energy, enthusiasm and inspiration in your life. *How To Be Brilliant* is based on author Michael Heppell's 2 day extensive training programmes. Thousands of people from prisoners to managing directors, from young to old have taken part in Heppell's training course to find brilliance. This valuable course has now been distilled into this one book. It includes a 90 day plan to help you achieve your short term goals and gives you over 50 tools which can be used to help you move up to the next level. It also uses many clear examples and stories to show you how to overcome barriers that hold you back. You'll learn how to develop a clear vision for your brilliant future.

Indispensable information for away-from-home lodging, from the author of the New York Times bestseller The Travel Detective In Hotel Secrets from the Travel Detective, America's best-known and most trusted travel authority reveals the insider knowledge that can make every hotel stay as comfortable as (and sometimes even more cost-efficient than) home. With his incomparable access and nose for news, Peter Greenberg shares the secrets that people who know hotels—managers, maids, reservation clerks, bellhops, chefs, and maintenance guys—don't want you to know about value, service, safety, security, and cleanliness. Tips include: • How to tell if your room is really clean • What never to order from room service • The real way to prevent hotel crime • How to beat excessive hotel phone charges • The exact rooms where headline-making events took place Drawn from the author's experiences as both an investigative reporter and a constant traveler, Hotel Secrets from the Travel Detective is an essential guide to everything from luxury resorts to motels, from airport hotels and bed-and-breakfasts to outrageous (and often secret) alternatives to hotels.

Customer service experts Leonardo Inghilleri and Micah Solomon's anticipatory customer service approach was first developed at The Ritz-Carlton as well as at Solomon's company Oasis, and has since proven itself in countless companies around the globe—from luxury giant BVLGARI to value-sensitive auto parts leader Carquest and everywhere in between. Their experience shows that the most powerful growth engine in a tight market—and best protection from competitive inroads—is to put everything you can into cultivating true customer loyalty. Exceptional Service, Exceptional Profit takes the techniques that minted money for these brands and reveals how you can apply them to your own business to provide the kind of exceptional service that nearly guarantees loyalty. Soon, you'll be reaping the benefits of loyal customers who are less sensitive to price competition, more forgiving of small glitches, and, ultimately, who are "walking billboards" happily promoting your brand. Filled with detailed, behind-the-scenes examples, this award-winning book unlocks a new level of customer relationship that leaves your competitors in the dust, your customers coming back day after day, and your bottom line looking better than it ever has before.

Change Your Ways in 90 Days

Transforming Customer Experience for an On-Screen World

How the Best Get Better

A Step-by-step Guide for Physician Practices

Customer Service Is DEAD

Uncommon Service

Five-Star Customer Care for a Successful Dental Practice

The Edge

Skylar Titan's wealthy father thinks he can still dictate his daughter's choice in men. Now widowed and a single mother, Skylar isn't the yes-girl she once was. Especially since the love of her life is back in Texas after eight long years. He won't like the answers to the questions he's asking. About why she left him at the altar. And about her eight-year-old daughter. Former Navy SEAL Mitch Cassidy comes home to find nearly everything different. His wounds from battle have changed the way people treat him. His cattle ranch is suddenly organic. But time hasn't touched his desire for Skylar—or the sting of her betrayal. Forget lip service. He's asking that luscious mouth of hers to reveal the truth. But will Mitch be able to put the past aside to help Skylar get out from under her father's thumb...and help himself recover from a broken heart?

Love in Action is a collection of over two decades of Thich Nhat Hanh's writing on nonviolence, peace, and reconciliation. Reflecting on the devastation of war, he makes the strong argument that mindfulness, insight, and altruistic love are the only sustainable bases for political action. This timeless book is an important resource for those interested in social change.

Service Advisors in the Automotive industry create, arguably, more gross profit than any other employee in the dealership and receive the least amount of training. On top of that, they also have the most influence on customer retention and future new car purchases. The facts are, according to NADA, regular service customers are 17 times more likely to buy their next vehicle from their servicing dealership. And an increase in customer retention rates of just 5% improves dealership profits by 35%. Millionaire Service Advisor is a roadmap on how to do just that, focused on the caring and collecting of customers. Includes an 11 step process on how to implement our Circle of Trust System.

Create magic moments that get you noticed, remembered and referred. Providing excellent customer service is the surest way to greater success for your organisation and a more successful career for you. And it's not half as difficult or time consuming to achieve as you might think!

Ignore Your Customers (and They'll Go Away)

How to Be Brilliant

The Heart of Hospitality

Love in Action

The Five Star Church

How to deliver exceptional customer service

How to Win by Putting Customers at the Core of Your Business

Giving 6-Star Service in a 1-Star World

From a co-founder of Pixar Animation Studios—the Academy Award–winning studio behind *Coco*, *Inside Out*, and *Toy Story*—comes an incisive book about creativity in business and leadership for readers of Daniel Pink, Tom Peters, and Chip and Dan Heath. **NEW YORK TIMES BESTSELLER | NAMED ONE OF THE BEST BOOKS OF THE YEAR BY The Huffington Post | Financial Times | Success | Inc. | Library Journal Creativity, Inc.** is a manual for anyone who strives for originality and the first-ever, all-access trip into the nerve center of Pixar Animation—into the meetings, postmortems, and “Braintrust” sessions where some of the most successful films in history are made. It is, at heart, a book about creativity—but it is also, as Pixar co-founder and president Ed Catmull writes, “an expression of the ideas that I believe make the best in us possible.” For nearly twenty years, Pixar has dominated the world of animation, producing such beloved films as the *Toy Story* trilogy, *Monsters, Inc.*, *Finding Nemo*, *The Incredibles*, *Up*, *WALL-E*, and *Inside Out*, which have gone on to set box-office records and garner thirty Academy Awards. The joyousness of the storytelling, the inventive plots, the emotional authenticity: In some ways, Pixar movies are an object lesson in what creativity really is. Here, in this book, Catmull reveals the ideals and techniques that have made Pixar so widely admired—and so profitable. As a young man, Ed Catmull had a dream: to make the first computer-animated movie. He nurtured that dream as a Ph.D. student at the University of Utah, where many computer science pioneers got their start, and then forged a partnership with George Lucas that led, indirectly, to his co-founding Pixar in 1986. Nine years later, *Toy Story* was released, changing animation forever. The essential ingredient in that movie’s success—and in the thirteen movies that followed—was the unique environment that Catmull and his colleagues built at Pixar, based on leadership and management philosophies that protect the creative process and defy convention, such as: “Give a good idea to a mediocre team, and they will screw it up. But give a mediocre idea to a great team, and they will either fix it or come up with something better.” “If you don’t strive to uncover what is unseen and understand its nature, you will be ill prepared to lead.” “It’s not the manager’s job to prevent risks. It’s the manager’s job to make it safe for others to take them.” “The cost of preventing errors is often far greater than the cost of fixing them.” “A company’s communication structure should not mirror its organizational structure. Everybody should be able to talk to anybody.”

Praise for **THE APPLE EXPERIENCE** “There are three pillars of enchantment: likability, trustworthiness, and quality. The Apple experience is the best modern-day example of all three pillars. Carmine's book will help you understand and implement the same kind of world-class experience.” --Guy Kawasaki, author of *Enchantment* and former chief evangelist of Apple “Carmine Gallo explains beautifully and simply just what makes the Apple retail experience so successful. No matter what kind of business you are in, there are insanely valuable lessons in this book!” --Garr Reynolds, author of *Presentation Zen* and *The Naked Presenter* “At its core, this book is not about Apple. It's about delivering the best experience possible.” --Tony Hsieh, New York Times bestselling author of *Delivering Happiness* and CEO of Zappos.com, Inc. “An exciting resource for any business owner in any country who wants to reimagine the customer experience.” --Loic Le Meur, CEO, LeWeb “Why can't other retail experiences be as great as an Apple store's? Not only does Carmine Gallo answer that question brilliantly, but he shows precisely how to make sure your customers never ask it about your business.” --Matthew E. May, author of *In Pursuit of Elegance* and *The Laws of Subtraction* “Carmine Gallo gets to the magic of Steve Jobs: Touching people's lives. This simple, yet delightful vision should be at the heart of every retail interaction in the world today.” --Peter Steinlauf, Chairman, Edmunds.com “This magnificent collection of insights illuminates the way for anyone who wants to create a truly great experience, whether in retail, service, or software.” --Dan Roam, author of *The Back of the Napkin* and *Blah Blah Blah Reinvent your business to deliver Apple-like customer satisfaction and profits* In *The Apple Experience*, internationally bestselling author Carmine Gallo details the principles and practices behind this total commitment to the customer and explains how your brand can achieve outstanding results by delivering this same high standard of service. Carmine Gallo interviewed professionals at all levels who have studied Apple, and he spent hundreds of hours observing the selling floor in Apple’s retail space and learning about Apple’s vision and philosophy. Using insights and data from these sources, he breaks down Apple’s customercentric model to provide an action plan with three distinct areas of focus: Inspire Your Internal Customer with training, support, and communications that create a “feedback loop” for improving performance at every level Serve Your External Customer with irresistible brand stories and dedicated salespeople who embody the APPLE five steps of service-- Approach, Probe, Present, Listen, End with a fond farewell Set the Stage by ensuring that no element is overlooked in creating an immersive retail environment where customers can see, touch, and learn about your products With *The Apple Experience*, you can improve the return on your investment in retail by adding real value to every customer interaction. Better still, any business that deals with people--employees or customers--can adopt the techniques to achieve Apple-like market dominance by enriching lives, building loyalty, and reimagining the customer experience. -

This is the book that will show you how to ensure customers are raving about your products and services and come back for more. *Five Star Service* 2nd edition is an easy read, high impact title from the bestselling author of *How to Be Brilliant*, Michael Heppell. In this book he gives you over 100 instant tips, 50 examples of the best practices, over a dozen brand new techniques and multiple strategies to equip you with a winning edge to knockout your customers and help you “Delight your customers every time.” “Deliver remarkable results that will keep them coming back for more.” “Win more customers without spending a fortune.” “Get repeat orders and referrals from everyone you encounter. Whatever your sector and however senior or junior you are, this book is full of customer service ideas, actions and initiatives that are simple, powerful and easy to implement today. With exciting examples from a wide range of organisations from hotels to hospitals, whatever your product or service, you'll find something to make your offering sparkle and your service shine. And with dozens of ideas and tactics to choose from, you'll find yourself dipping into *Five Star Service* again and again. New for this edition: “Mastering social media in service” “Secret shopping” “90 day training programmes for every sector” “The impact of speed” “Leadership in service” “Dozens of inspirational stories and powerful new ideas Michael Heppell is one of the UK's number one motivational trainer and is the author of the bestselling *Flip It*, *How to Be Brilliant* and *Brilliant Life*. Michael's seminars and workshops have been attended by thousands of people and are used by hundreds of companies across the UK and overseas to boost motivation and radically improve their levels of service. His clients include major blue chip companies, high street retailers and Government bodies, and are embraced by customer service giants such as the Milestone Hotel, London - voted as Best Customer Service Hotel in the World, legendary retailer John Lewis and Coca Cola.

“Pfeffer [blends] academic rigor and practical genius into wonderfully readable text. The leading thinker on the topic of power, Pfeffer here distills his wisdom into an indispensable guide.” “Jim Collins, author of New York Times bestselling author *Good to Great* and *How the Mighty Fall* Some people have it, and others don’t Jeffrey Pfeffer explores why in *Power*. One of the greatest minds in management theory and author or co-author of thirteen books, including the seminal business school text *Managing With Power*, Pfeffer shows readers how to succeed and wield power in the real world.

The Simple Playbook for Delivering the Ultimate Customer Service Experience

Power

An Oral History as Told by Jon Stewart, the Correspondents, Staff and Guests

Five Stars

5 Star Service

How to Get the Best Out of Everything
Exceptional Service, Exceptional Profit
Five-star Customer Service

'I'm so certain this book will help you save an hour every day, I guarantee it. If you've read the book, put the ideas into action and yet somehow haven't saved that vital hour, I'll personally give you your money back.' Michael Heppell How to Save an Hour Every Day is the new book from Michael Heppell, author of the bestselling personal development hit of 2010 Flip It, described by DJ and TV presenter Chris Evans as "brilliant, simple, a joy to read!" and "the best personal development book I have ever read". Would you like an extra hour a day, every day of your life, to do whatever you want with? If this sounds like an impossible dream, then here's the good news: that extra hour really can be yours! This easy-read book is high impact and full of brilliant ideas, tactics and suggestions that are all designed to save you valuable time. If you are willing to invest just an hour of your time to read it, pick out the ideas that leap out to you and put them into action, you'll create extra time every single day in a way you wouldn't believe could be possible. Among other things you will: overcome procrastination and make better, faster decisions unearth hidden time for you - time to do the important things discover powerful new ways to organise your time and your life find out how to deal with the deadly 'time sappers' streamline and simplify absolutely everything you do - both at work and in the home We're sure you'll find more time every day. What you do with it is up to you . . . www.saveanhour.co.uk
Keep them coming back for more Brilliant Customer Service is your guide to help you deliver exceptional customer service and keep your customers coming back time and time and again. It's for anyone involved in any organisation - whether you run your own business, manage people or you are a customer facing employee. It doesn't matter what your budget is, you'll find lots of simple changes you can implement right now to build a highly successful customer service strategy. BRILLIANT OUTCOMES · Identify your customers real needs and how best to meet them · Build trust and long term loyalty with your customers to stay ahead of the competition · Make sure you are remembered and recommended

Offers an organizational design model for service organizations, covering such topics as funding mechanisms, employee management systems, and customer management systems.

EXCEL 2016 PREDICTIVE ANALYTICS FOR SERIOUS DATA CRUNCHERS! Now, you can apply cutting-edge predictive analytics techniques to help your business win-and you don't need multimillion-dollar software to do it. All the tools you need are available in Microsoft Excel 2016, and all the knowledge and skills are right here, in this book! Microsoft Excel MVP Conrad Carlberg shows you how to use Excel predictive analytics to solve real problems in areas ranging from sales and marketing to operations. Carlberg offers unprecedented insight into building powerful, credible, and reliable forecasts, helping you gain deep insights from Excel that would be difficult to uncover with costly tools such as SAS or SPSS. Fully updated for Excel 2016, this guide contains valuable new coverage of accounting for seasonality and managing complex consumer choice scenarios. Throughout, Carlberg provides downloadable Excel 2016 workbooks you can easily adapt to your own needs, plus VBA code-much of it open-source-to streamline especially complex techniques. Step by step, you'll build on Excel skills you already have, learning advanced techniques that can help you increase revenue, reduce costs, and improve productivity. By mastering predictive analytics, you'll gain a powerful competitive advantage for your company and yourself. Learn the "how" and "why" of using data to make better decisions, and choose the right technique for each problem Capture live real-time data from diverse sources, including third-party websites Use logistic regression to predict behaviors such as "will buy" versus "won't buy" Distinguish random data bounces from real, fundamental changes Forecast time series with smoothing and regression Account for trends and seasonality via Holt-Winters smoothing Prevent trends from running out of control over long time horizons Construct more accurate predictions by using Solver Manage large numbers of variables and unwieldy datasets with principal components analysis and Varimax factor rotation Apply ARIMA (Box-Jenkins) techniques to build better forecasts and clarify their meaning Handle complex consumer choice problems with advanced logistic regression Benchmark Excel results against R results

Nickel and Dimed

90 Day Road Map to Your Best Fixed-Op's Month Ever

The Apple Experience: Secrets to Building Insanely Great Customer Loyalty

Microsoft® Excel 2016

Brilliant Customer Service

Technical Knowledge for Service Advisors

Son of Hamas

The Presentation Secrets of Steve Jobs: How to Be Insanely Great in Front of Any Audience

The Wall Street Journal Bestseller! Updated to include Steve Jobs's iPad and iPad2 launch presentations "The Presentation Secrets of Steve Jobs reveals the operating system behind any great presentation and provides you with a quick-start guide to design your own passionate interfaces with your audiences." —Cliff Atkinson, author of Beyond Bullet Points and The Activist Audience
Former Apple CEO Steve Jobs's wildly popular presentations have set a new global gold standard—and now this step-by-step guide shows you exactly how to use his crowd-pleasing techniques in your own presentations. The Presentation Secrets of Steve Jobs is as close as you'll ever get to having the master presenter himself speak directly in your ear. Communications expert Carmine Gallo has studied and analyzed the very best of Jobs's performances, offering point-by-point examples, tried-and-true techniques, and proven presentation secrets in 18 "scenes," including:
Develop a messianic sense of purpose
Reveal the Conquering hero
Channel your inner Zen
Stage your presentation with props
Make it look effortless
With this revolutionary approach, you'll be surprised at how easy it is to sell your ideas, share your enthusiasm, and wow your audience the Steve Jobs way. "No other leader captures an audience like Steve Jobs does and, like no other book, The Presentation Secrets of Steve Jobs captures the formula Steve uses to enthrall audiences." —Rob Enderle, The Enderle Group
"Now you can learn from the best there is—both Jobs and Gallo. No matter whether you are a novice presenter or a professional speaker like me, you will read and reread this book with the same enthusiasm that people bring to their iPods." —David Meerman Scott, bestselling author of The New Rules of Marketing & PR and World Wide Rave

5 Star Service
How to Deliver Exceptional Customer Service
Ft Press

When your service department is struggling to reach its goals and management is breathing down your neck, who can you turn to for help? In *The Irreplaceable Service Manager*, Chris Collins provides you with the roadmap to exponentially improve your service department performance in 90 days or less. From maximizing Fixed Absorption and Customer Retention to optimizing Time Management and Labor Rates, Chris's methods have proven to assist service managers determined to boost their service department results. A sought-after dealership consultant and management expert, Chris offers a platform for action that helps service advisors and managers improve department operations by: Recruiting a team of bulldogs who can make customers happy and ROI numbers soar
Utilizing his secrets to increase and maintain a high CSI level
Holding people responsible for their jobs to effectively impact time management
This book includes hundreds more tips and tricks that will enable you to transform your service department into a well-oiled, lucrative machine - while at the same time making you an Irreplaceable Service Manager.

The very best didn't get there by accident. The best have a different way of thinking and acting in their daily lives. And it's not enough to just to succeed - they also have an uncontrollable desire - the desire to get better. The good news for the rest of us is that success leaves tracks. Michael Heppell has spent his life studying successful people, attempting to distil what it is that the very best do that others don't. He's interviewed entrepreneurs, personalities and leaders from politics to education. He's studied the daily habits of the elite and during this time he's uncovered what they do that gives them 'The Edge'. By identifying and distilling this knowledge you'll discover how you can use this same insight. It's time to find your Edge.

68 Effortless Ways to Make Every Customer Experience Amazing

A Novel

Why Some People Have It—and Others Don't

Waiter to the Rich and Shameless

The Secrets of Building a Five-Star Customer Service Organization

Hug Your Customers

On (Not) Getting By in America

Working and Non-working Women

Accompanying CD-ROM contains ... "several tools to help you get started and to maintain a five-star service concept." -- p. vii.

Presents a tale of a precarious friendship between an illegal Nigerian refugee and a recent widow from suburban London, a story told from the alternating and disparate perspectives of both women.

*This book provides readers with strategies and advice on providing top quality customer service at very low cost to their organisation. It aims to help readers make their customer and colleagues happier; develop their careers; grow their customer base; get repeat orders and referrals. Table of contents: * The service star * Wee wows * The top three referability habits * The emotional bank account * Putting on the Ritz * 99 percent of people are good * Designing fantastic customer service * Beware the silent customer * RADAR thinking * RADAR thinking at work * Send cards * The customer is always right - not! * Feel, felt, found * What's in a smile? * One chance to make a first impression * I honestly don't care about your problems * Empowering service * Creativity gives better service * It's not what you say * It's your best friend - the awkward customer * Be individual, encourage individuals * Prepare for and relish competition * The difference between one, some, many and all * Super script * Voicemail, answering machines and automated call queue systems * Telephone services * Advanced telephone service * Tiny steps to giant strides * What's in a name? * Hills and valleys * Good ideas verses desirable ideas * Ring the bell * Spanners and heros * Know your competition * Speed it up!*

Revised and updated for the first time since original publication! Here is the 200,000-copy staple, praised by Warren Buffett as "a gem ... I wish everyone at Berkshire would follow [Jack Mitchell's] advice--we would own the world." If you want to put your arms around your business and bottom line, you'll want all the updated information and practices found in the landmark business bestseller, Hug Your Customers. The only way to stay in business is to have customers; the only way to increase your profit is to attract more customer visits by providing exceptional customer service. It's that simple says Jack Mitchell. Hug Your Customers shares the hands-on practical philosophy that has allowed Mitchell and his Family of Stores to thrive and excel in today's challenging retail marketplace. Filled with accessible advice, personal case studies and tips any businessperson can use, Hug Your Customers is an energizing blueprint for customer and employee retention, increased per capita spending, and groundbreaking success.

The Communication Secrets to Get from Good to Great

Preparedness for Family Life

The Daily Show (The Book)

A Gripping Account of Terror, Betrayal, Political Intrigue, and Unthinkable Choices

Five Star Service

Millionaire Service Advisor

Confessions of a Five-Star Beverly Hills Server

Digital Customer Service

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.

Success in today's rapidly changing hospitality industry depends on understanding the desires of guests of all ages, from seniors and boomers to the newly dominant millennial generation of travelers. Help has arrived with a compulsively-readable new standard, *The Heart of Hospitality: Great Hotel and Restaurant Leaders Share Their Secrets* by Micah Solomon, with a foreword by The Ritz-Carlton Hotel Company's president and COO Herve Humler. This up-to-the-minute resource delivers the closely guarded customer experience secrets and on-trend customer service insights of today's top hoteliers, restaurateurs, and masters of hospitality management including: Four Seasons Chairman Isadore Sharp: How to build an unsinkable company culture. Union Square Hospitality Group CEO Danny Meyer: His secrets of hiring, onboarding, training, and more. Tom Colicchio (Craft Restaurants, Top Chef): How to create a customer-centric customer experience in a chef-centric restaurant. Virgin Hotels CEO Raul Leal: How Virgin Hotels created its innovative, future-friendly hospitality approach. Ritz-Carlton President and COO Herve Humler: How to engage today's new breed of luxury travelers. Double-five-star chef and hotelier Patrick O'Connell (The Inn at Little Washington) shares the secrets of creating hospitality connections. Designer David Rockwell on the secrets of building millennial-friendly restaurants and hotel spaces (W, Nobu, Andaz) that resonate with today's travelers. Restaurateur Traci Des Jardins on building a "narcissism-free" hospitality culture. Legendary chef Eric Ripert's principles of creating a great guest experience, simultaneously within a single dining room. *The Heart of Hospitality* is a hospitality management resource like no other, put together by leading customer service expert Micah Solomon. Filled with exclusive, first-hand stories and wisdom from the top professionals in the industry, *The Heart of Hospitality* is an essential hospitality industry resource. As Ritz-Carlton President and COO Herve Humler says in his foreword to the book, "If you want to create and sustain a level of service so memorable that it becomes an unbeatable competitive advantage, you'll find the secrets here."

At Your Service...Five-Star Customer Care for A Successful Dental Practice shares tips, strategies, and solutions for building a practice of customer service leaders.

NEW YORK TIMES BESTSELLER The complete, uncensored history of the award-winning *The Daily Show* with Jon Stewart, as told by its correspondents, writers, and host. For almost seventeen years, *The Daily Show* with Jon Stewart brilliantly redefined the borders between television comedy, political satire, and opinionated news coverage. It launched the careers of some of today's most significant comedians, highlighted the hypocrisies of the powerful, and garnered 23 Emmys. Now the show's behind-the-scenes gags, controversies, and camaraderie will be chronicled by the players themselves, from legendary host Jon Stewart to the star cast members and writers—including Samantha Bee, Stephen Colbert, John Oliver, and Steve Carell - plus some of *The Daily Show*'s most prominent guests and adversaries: John and Cindy McCain, Glenn Beck, Tucker Carlson, and many more. This oral history takes the reader behind the curtain for all the show's highlights, from its origins as Comedy Central's underdog late-night program to Trevor Noah's succession, rising from a scrappy jester in the 24-hour political news cycle to become part of the beating heart of politics—a trusted source for not only comedy but also commentary, with a reputation for calling bullshit and an ability to effect real change in the world. Through years of incisive election coverage, passionate debates with President Obama and Hillary Clinton, feuds with Bill O'Reilly and Fox, and provocative takes on Wall Street and racism, *The Daily Show* has been a cultural touchstone. Now, for the first time, the people behind the show's seminal moments come together to share their memories of the last-minute rewrites, improvisations, pranks, romances, blow-ups, and moments of Zen both on and off the set of one of America's most groundbreaking shows.

Lip Service

Predictive Analytics

STILL *The Proven Way to Personalize Sales and Achieve Astounding Results*

Little Bee

Overcoming the Unseen Forces That Stand in the Way of True Inspiration

How to Deliver Exceptional Customer Service

A System for Collecting and Caring for Customers

Captain Ravnos of the Mercenary dreadnaught Hellsbreath rules his crew with an iron will. First Officer Seht is a skeldhi prince whose specialty is erotic discipline. They're on a mission, and in need of a nav-pilot. Kidnapped into service on the Hellsbreath, Victoria is caught between two very different men locked in their own private and erotic power struggle. And then there's the mission... The Moribund Company has captured the Imperial Dreadnaught Arcane and intends to auction the sentient ship to the highest bidder. Unfortunately, Moribund himself is attending the auction and Ravnos is forced to remain onboard the Hellsbreath for Moribund has a personal vendetta against the handsome captain. It is up to Victoria and First Officer Seht to go deep undercover at the Mordred Space Station to rescue the Arcane. To complete the mission and return to her duties as an Imperial officer, Victoria must become Prince Seht's rehkyt—a pet, literally and figuratively. Not allowed on the furniture and kept at the end of a leash, Victoria discovers that there are worse things than servicing your captain. Or are there? Publisher's Note: This book contains explicit sexual content, graphic language, and situations that some readers may find objectionable: Anal play/intercourse, substantial BDSM elements (including/not limited to bondage, domination/submission, whipping), menage (m/m/f), and homoerotic sexual situations (m/m, f/f).

Study conducted at Delhi and Hissar City of Haryana, India.

Discover how to create exceptional customer service and a superior customer experience, learning from the greatest companies of our time. When it comes to delivering great customer service and customer experience, many companies miss the mark. But there's no reason this should include you and your company. Ignore Your Customers (and They'll Go Away) spells out, step by step, how to craft a customer service culture and customer experience so powerful that they'll transform your organization and boost your company's bottom line. You'll enjoy inspirational, often hilarious, tales from the trenches as author Micah Solomon, one of the world's best-known customer service consultants, relates hands-on adventures about assessing and improving customer service in various industries. You'll spend time behind the scenes with Zappos CEO Tony Hsieh and discover how the company delivers "wow" customer service. From Richard Branson, you'll learn how Virgin brands deliver authentic customer service (avoiding what Branson calls "Stepford Customer Service") and Branson's secrets for turning social media attackers into brand promoters. Drawing on a wealth of stories personally assembled from today's most innovative and successful companies, including Amazon, Cleveland Clinic, Drybar, USAA Insurance, and The Ritz-Carlton Hotel Company, Solomon reveals what it takes to turn a ho-hum customer interaction into one that drives customer engagement and lifelong loyalty.

A self-help expert describes a technique that can be applied to improve any life situation and create a new way of thinking about everyday problems to help reach higher levels of happiness, confidence, creativity and self-satisfaction. Original.

Five Star Service, One Star Budget

At Your Service

Hotel Secrets from the Travel Detective

Creativity, Inc.

How to Create Magic Moments for Your Customers that Get You Noticed, Remembered and Referred

Irreplaceable Service Manager

How to Wow

Ever wonder how a restaurant or hotel earns a five-star rating? Is it the people? The location? The service? In most cases, it is all of this and more. Why should your church be any different? The Five Star Church reveals how you can pursue Christian excellence and uphold the Lord's command to "honor one another above yourselves" (Romans 12:10). It contains tips, tools, and the inspiration you need to build a top-quality church that people will flock to and participate in. No matter how small your ministry or budget, God can use your church effectively to make everyone there feel welcome and cared for--the marks of a five-star church!

"As technology threatens to displace countless jobs and skills, the ability to communicate is becoming more important than ever. This book is full of examples to help you get better at transporting your thoughts and emotions into the minds of other people." —Adam Grant, New York Times bestselling author of Give and Take, Originals, and Option B with Sheryl Sandberg How to master the art of persuasion—from the bestselling author of Talk Like TED. Ideas don't sell themselves. As the forces of globalization, automation, and artificial intelligence combine to disrupt every field, having a good idea isn't good enough. Mastering the ancient art of persuasion is the key to standing out, getting ahead, and achieving greatness in the modern world. Communication is no longer a "soft" skill—it is the human edge that will make you unstoppable, irresistible, and irreplaceable—earning you that perfect rating, that fifth star. In Five Stars, Carmine Gallo, bestselling author of Talk Like TED, breaks down how to apply Aristotle's formula of persuasion to inspire contemporary audiences. As the nature of work changes, and technology carries things across the globe in a moment, communication skills become more valuable—not less. Gallo interviews neuroscientists, economists, historians, billionaires, and business leaders of companies like Google, Nike, and Airbnb to show first-hand how they use their words to captivate your imagination and ignite your dreams. In the knowledge age—the information economy—you are only as valuable as your ideas. Five Stars is a book to help you bridge the gap between mediocrity and exceptionality, and gain your competitive edge in the age of automation. In Five Stars, you will also learn: -The one skill billionaire Warren Buffett says will raise your value by 50 percent. -Why your job might fall into a category where 75 percent or more of your income relies on your ability to sell your idea. -How Airbnb's founders follow a classic 3-part formula

shared by successful Hollywood movies. -Why you should speak in third-grade language to persuade adult listeners. -The one brain hack Steve Jobs, Leonardo da Vinci, and Picasso used to unlock their best ideas.

Looking to improve your customer experience? These 68 strategies will show you how to stand out from your competitors, whatever your business. Full of practical tips, inspiring insights and interviews with a wide range of leaders and entrepreneurs, How to Wow reveals all you need to deliver a world-class customer experience. Covering both the customer and business side of the equation, you'll learn how to attract new customers, design a leading customer experience and quickly resolve a wide range of problems, plus much more. Don't let your business fall behind, look inside and take your customer experience to the next level. "Essential and powerful insights for everyone who aspires to map out and enhance the customer journey and drive growth." Keith Lewis, COO, Matchtech Group plc "At last - a book that provides practical ways of delivering the superior experience that today's customers demand." Olivier Njamfa, Co-Founder and CEO of customer experience software company Eptica