



Five Star Service: How to deliver exceptional customer service (2nd Edition) (Prentice Hall Business)

Michael Heppell

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Five Star Service: How to deliver exceptional customer service (2nd Edition) (Prentice Hall Business)

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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

Whether it's studying the Disney parking system or enrolling students at college; going behind the scenes in the world's top hotels or becoming the office hero, *Five Star Service* will show you how to wow your customers, colleagues and cohorts.

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