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Anthony S. Fauci

Secret Service John R. DiJulius III,2003-01-28 "Either you can decide to compete on price alone and pray you can maintain a cost structure to generate a profit, or you can provide magical moments that create value for your guests. . . . Throughout Secret Service, DiJulius demonstrates how to transform bland customer service standards into memorable customer experiences."— from the foreword by Bill Capodagli and Lynn Jackson, coauthors of The Disney Way and Every Business Is Show Business How many successful businesses provide the kind of unforgettable client experience that keeps customers coming back time after time and year after year? John DiJulius has built his award-winning business around a customer service approach that has earned comparisons to Disney, Nordstrom, and other legendary customer experience pioneers. In Secret Service DiJulius reveals how to develop behind-the-scenes systems that will enable your business to * develop a great corporate culture that shows in the dedication and passion of your front-line people * "go deeper" with your existing customers * turn complaints into positive experiences * make each customer feel welcome, comfortable, important, and understood. DiJulius will teach you all the techniques that have catapulted his business to the top, making him one of the most sought-after service experts in America. By quantifying and examining each phase of the Customer Experience Cycle, Secret Service reveals clever, practical ideas that can be transformed into repeatable best practices in any organization and at every level. Packed with examples applicable to a wide range of industries, this book provides practical, realistic ways to reap the benefits of greater customer loyalty, exponentially expanded referral networks, lower employee turnover, and stronger bottom-line results.

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us all unique, but also highlights how sometimes a little help is needed to show us how much we are alike. The story is told by a fourth grade classmate of Katie, the new girl in school. Everyone in the school, even the principal and custodian, have nicknames related to their individual interests and personalities. When Katie comes into the class, the students are eager to involve her in their activities and to learn what is special about her. This proves to be quite a challenge. Katie has significant physical disabilities which make her dependent on a Personal Care Assistant for everything, even communicating. How can Katie fit in with her classmates when she can't even talk? When Katie is introduced to assistive technology, she is finally able to communicate with her new friends. As a result, the students are delighted to see her as a person with many interests and abilities, just like them. Katie knows she is a valued member of the school when she is given her own special nickname.

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