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Through revealing stories from Ace's over-the-top work with customers, Shep explores the five tactical areas of customer amazement: leadership, culture, one-on-one, competitive edge, and community. Delivering amazing service requires everyone in your organization to step up and be a leader. It doesn't take a title.

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Professional keynote and customer service speaker and New York Times bestselling author, Shep Hyken discusses Amaze Every Customer Every Time: 52 Customer Service Tools for Delivering the Most ...

Amaze Every Customer Every Time by Shep Hyken - Customer Service Book

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Delivering amazing customer service requires everyone in an organization to step up and be a leader. ... you can put into practice today to transform your organization into a seriously customer every time. Subscribe to The Library. The best source of information for customer service, sales tips ...

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"Amaze Every Customer Every Time gives you the why, what and how of amazing customer service. In this highly useful book, Hyken makes it easy to understand and deliver the kind of service that keeps customers coming back for more." Mark Sanborn, bestselling author of The Fred Factor and You Don't Need a Title to be a Leader

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And believe it or not, an amazing customer experience is well within your capacity to deliver to every customer, every single time. Amazement is the advantage that makes the competition start thinking about how "unfair" it is to have to be operating in the same market, the same planet, the same dimension as you do.

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Through revealing stories from Ace's over-the-top work with customers, Shep explores the five tactical areas of customer amazement: leadership, culture, one-on-one, competitive edge, and community. Delivering amazing service requires everyone in your organization to step up and be a leader.

Amaze Every Customer Every Time on Apple Books

It's at this intersection - business strategy, brand and customer experience - that you have the ability to delight and amaze your customers. To help your thinking as you move down this path, I've mapped out 23 (of the hundreds of possible) tips to get you started - or help move you along - your path to delivering "customer delight" in ways that no competitor can match.

23 Ways to Amaze and Delight Your Customers

Get this from a library! Amaze every customer every time: 52 tools for delivering the most amazing customer service on the planet. [Shep Hyken] -- Renowned customer experience expert Shep Hyken explains how consistently amazing customers through stellar service can elevate your company from good to great. All transformations require a role ...

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