

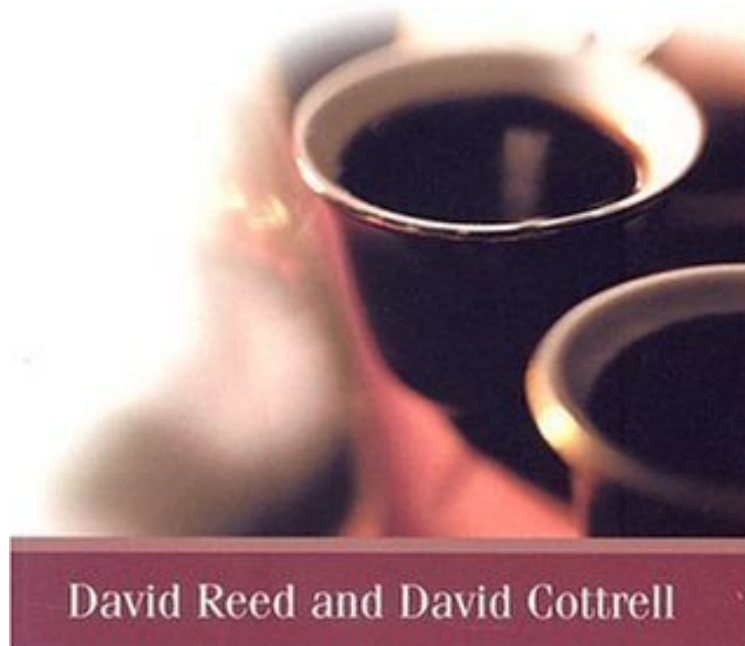
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Monday Morning Customer Service

David Cottrell, David Reed
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MONDAY MORNING

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"Monday Morning Customer Service is a powerful story about how to develop and keep loyal customers. It is written from the perspective of a person recently promoted to director of customer service and his interaction with a successful mentor. The book contains eight applicable lessons that will help you deliver the outstanding service that will keep customer coming back. "

...removes any doubt about the validity of the statement "birth is easier than resurrection" when it comes to managing relationships. -- T. Michael Glenn, EVP, FedExA powerful story that depicts how to help a team establish a customer caring attitude. A gem of a book. -- Aylwin Lewis, President, Yum Brands, Inc.A wonderful sequel to Monday Morning Leadership! Must reading for healthcare professionals. -- Peter Murphy, President CEO, St. James HospitalAbout the AuthorDavid Reed is founder of Customer Centered Consulting Group, Inc. David has served with Andersen Consulting, Exxon, and Walt Disney World. Using his unique ability to combine technical information with outstanding interpersonal skills, David has made his mark on the business community by teaching companies of all sizes how to enhance organizational effectiveness and increase customer service. David Cottrell is President and CEO of CornerStone Leadership Institute. He is an internationally known leadership consultant, educator and speaker. His business experience includes senior management positions with Xerox and FedEx. He also led the successful turnaround of a chapter eleven company before founding CornerStone. Davidsup1;s 25-plus years of professional experience are reflected in fifteen highly acclaimed books and his reputation as a premier public speaker.