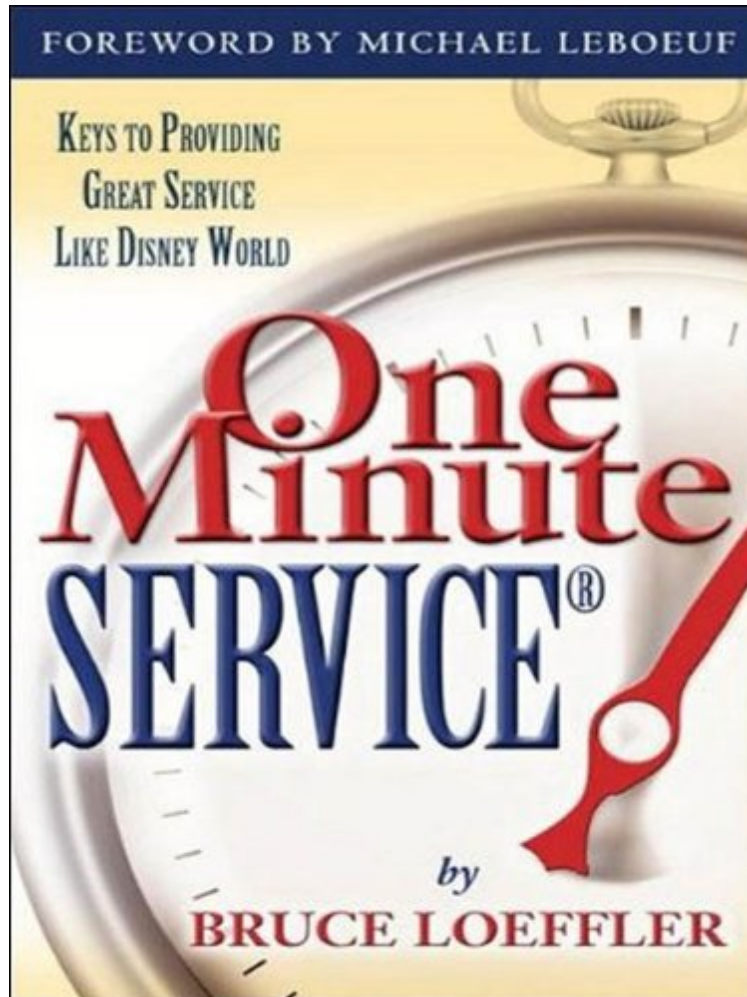


(Library ebook) One Minute Service: Keys to Providing Great Service Like Disney World

One Minute Service: Keys to Providing Great Service Like Disney World

Bruce Loeffler, Loeffler Bruce
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before purchasing it in order to gage whether or not it would be worth my time, and all praised One Minute Service: Keys to Providing Great Service Like Disney World:

0 of 0 people found the following review helpful. Excellent material for customer service training!By Nadene F.Although the book seems short (and it is definitely a quick read), the material is absolutely wonderful for anyone that deals with the public! I use the entire book (delivered to staff in a 3 hour training session) for all our new employees. It has become a standard part of our staff training for the past 2 years, and I am very pleased with the results! Way to deliver!0 of 0 people found the following review helpful. michaelhsmith59@gmail.comBy Michael H. SmithDon't let the small size of the book fool you...it is packed with an amazing amount of information concerning

customer service in a few pages. I read it specifically to see if there was information that would apply to a 'guest experience' team at a church, and yes there is. 0 of 0 people found the following review helpful. DO UNTO OTHERS
By C. Garrett
This book contains moral and practical ways to serve that can be rewarding to both the one who gives and the one who receives.

All successful organizations revolve around the care and feeding of customers. First impressions are critical; little things make a big difference; attitude and likeability are vital attributes; and recovering from service mistakes quickly is essential. These are just three tenets emphasized through this unique and quick read. Loaded with action-ready, immediately applicable ideas for providing great customer service with nearly all of them achievable in just a few seconds, this is what *One Minute Service* is all about. We live in a world where businesses are endlessly obsessed with numbers and the bottom line. Yet those numbers are driven by the behaviors of customers and the people who serve them. The warning is clear: Any business that pays attention to the numbers at the expense of ignoring customers places itself in serious jeopardy. The essence of the Disney methods for creating an outstanding service culture is spelled out in *One Minute Service* by someone who spent years living and working in it.

About the Author
President of the Enspiron Company, Bruce began his career with Disneyland's "Kids of the Kingdom" eventually being promoted to overseeing Showmanship Service for Epcot and the Magic Kingdom. His passion is to challenge, stretch and motivate employees and leaders to excellence in such client industries as hospitals, theme parks, computer companies, supermarkets, department stores, airlines, banks, and hotels.