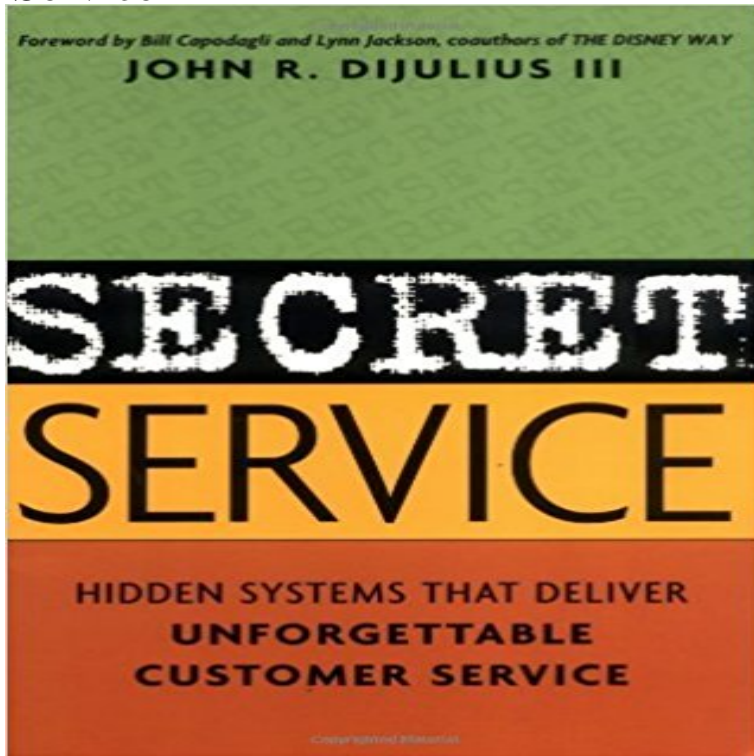


Secret Service: Hidden Systems That Deliver Unforgettable Customer Service



Foreword by Capodagli and Lynn Jackson, coauthors of *The Disney Way*. All businesses have customers, but how many of them deliver unforgettably good customer service? *Secret Service* reveals the hidden systems of the few exceptional companies that do: what actions they take behind the scenes to consistently surpass customer expectations. These organizations reap the benefits of greater customer loyalty, exponentially expanded referral networks, lower employee turnover, and stronger bottom-line results. 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: turn customer complaints into positive experiences; use marketing to go deeper with existing customers; and, increase customer and employee retention, and turn bland customer service into truly memorable customer experiences.

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Secret Service: Hidden Systems That Deliver Unforgettable Editorial Reviews. Review. DiJulius has written a very practical, informational book for those *Secret Service: Hidden Systems That Deliver Unforgettable Customer Service* - Kindle edition by John R. DiJulius III. Download it once and read it **Secret Service: Hidden Systems That Deliver Unforgettable** Library of Congress Cataloging-in-Publication Data. DiJulius, John R., 1964. *Secret service : hidden systems that deliver unforgettable customer service* /. **Secret Service: Hidden Systems That Deliver Unforgettable** Secret Service has 73 ratings and 12 reviews. Greg said: A fast, good read. Could work as a reference matter too, as continuing idea fodder for customer **Secret Service: Hidden Systems That Deliver Unforgettable** Secret Service - Hidden Systems That Deliver unforgettable Customer Service: : DiJulius: Libros en idiomas extranjeros. **Customer Reviews: Secret Service: Hidden Systems That Deliver** Find helpful customer reviews and review ratings for *Secret Service: Hidden Systems That Deliver Unforgettable Customer Service* at . Read honest **Secret Service: Hidden Systems That Deliver Unforgettable** Secret Service: Hidden Systems That Deliver Unforgettable Customer Service:

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