

《一切为了服务》

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内容概要

Practical strategies for better customer service based on the principles of servant-leadership

Individuals in the workforce and the clients they serve are the fundamental building blocks of every company in America. Executives talk about customer service; but their employees are the ones who make it happen (or not). Author Ray Pelletier reveals the vital importance of a happy workforce in creating a happy client. By caring for employees, managers create an environment in which employees can care for customers. This book shows senior leaders, managers, and supervisors how to develop a managerial style that combines teamwork, trust, listening, forethought, and ethics to nurture a happy workforce and improve customer service. Built on the foundations of the servant-leadership model, the book offers effective, easy-to-implement strategies to develop these vital managerial skills. It's All About Service reveals that leaders who care for their people create businesses that care for their clients-and gain an edge over the competition.

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作者简介

RAY PELLETIER, CSP, CPAE, is founder and President of The Pelletier Group, as well as a consultant and professional speaker. His clients include Disney, AT&T, Johnson & Johnson, the Pentagon, the U.S. Air Force, and numerous professional and college sport

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