



Summary : The Amazement Revolution - Shep Hyken: Seven Customer Service Strategies to Create an Amazing Customer (and Employee) Experience

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Complete summary of Shep Hyken's book: "The Amazement Revolution: Seven Customer Service Strategies to Create an Amazing Customer (and Employee) Experience".

This summary of the ideas from Shep Hyken's book "The Amazement Revolution" shows that customer service isn't a department within a company – it's everything the company does. If you can amaze your customers, they will become addicted to doing business with you or more correctly to the level of the experience they receive from you. In his book, the author presents seven amazement strategies from the best customer service focused organizations in the world, which you can use to bring your customers into a "Cult of Amazement". This summary is a must-read for any manager who wants to learn from the best and become the top service organization in their industry.

Added-value of this summary:

- Save time
- Understand key concepts
- Expand your knowledge

To learn more, read "The Amazement Revolution" and find out how to teach your employees to deliver a superior experience to your customers.

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