

Exceeding expectations rather than simply satisfying them is the cornerstone of the Disney approach to customer service. Now, in honor of the tenth anniversary of the original Be Our Guest, Disney Institute, which specializes in helping professionals see new possibilities through concepts not found in the typical workplace, is revealing even more of the business behind the magic of quality service. During the last twenty-five years, thousands of professionals from more than thirty-five countries and more than forty industries have attended business programs at Disney Institute and learned how to adapt the Disney approach for their own organizations.

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Be Our Guest is likely that book. Be Our Guest: Perfecting the Art of Customer Service was written and published by The Disney Institute with Theodore Kinni. Be Our Guest: Perfecting the art of customer service A brief foray into the Disney Institute's training method, this book outlines the customer service. Be Our Guest: Perfecting the Art of Customer Service (book summary). Author: The Disney Institute, Theodore Kinni,. Life Changing Principles. Quality of.

Be Our Guest: Perfecting the Art of Customer Service / Edition 10 business programs at Disney Institute and learned how to adapt the Disney approach for their own organizations. . Series: Disney Institute Book Series.

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Be Our Guest: Perfecting the Art of Customer Service outlines how publishing imprints including Disney Book Group in the U.S., Disney Libri.

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