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At Zappos, we aim to deliver WOW through service. This book illustrates how important it is to WOW and AMAZE Every Customer Every Time! Horst Schulze (CEO / Capella Hotel Group) The message is clear and the lessons are simple. This book is a guide to creating customer loyalty, employee engagement and overall business success.

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The Workbook - Amaze Every Customer Every Time
Through revealing stories from Ace's over-the-top work with customers, Shep explores the five tactical areas of customer amazement: leadership, culture, one-on-one, competitive edge, and community. Delivering amazing service requires everyone in your organization to step up and be a leader. It doesn't take a title.

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