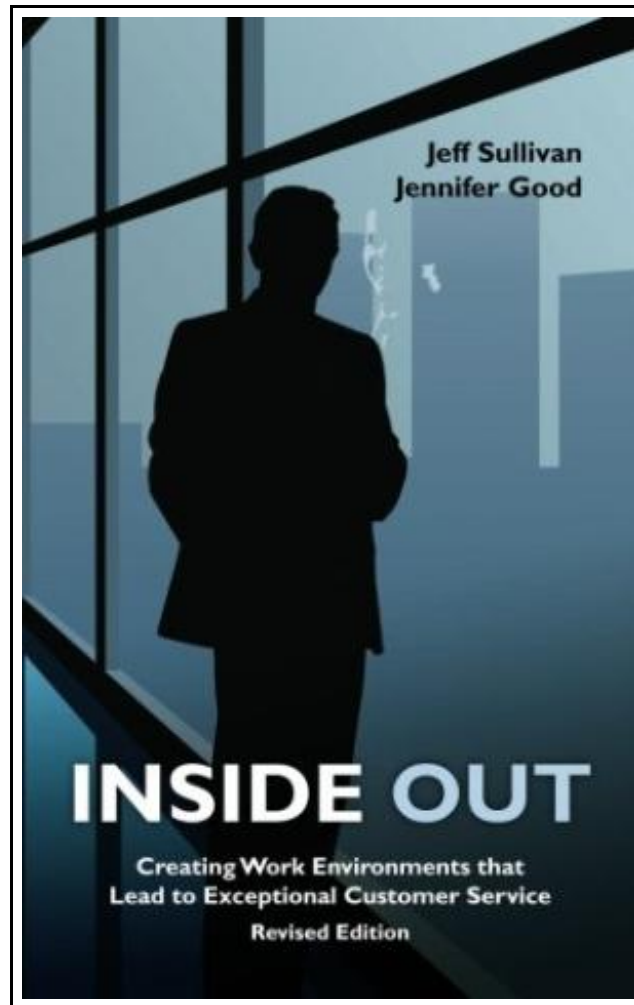


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Createspace, United States, 2011. Paperback. Book Condition: New. 203 x 127 mm. Language: English . Brand New Book ***** Print on Demand *****.Inside Out: Creating Work Environments that Lead to Exceptional Customer Service provides an entirely new way of working toward improved customer service. Rather than relying on outdated modes of customer service training, manuals, etc., it examines the work environment and provides guidance on creating it in a way that will naturally lead to great customer service, known as the inside out customer service approach. Authors Jeff Sullivan and Jennifer Good use the often amusing and unlikely story of Jeff s career as a backdrop to offering the reader a wealth of knowledge, insights, practical advice, and an entirely new way of working toward improved customer service. Jeffrey Sullivan toured for months at a time with his band playing honky tonks and sleazy bars full of dangerous people. One morning, in a dive hotel in New Mexico, he wakes up with the a-ha! moment that will forever change his life: he wants to build a career with a great company. He begins fueling private jets at the Austin, Texas airport, then scrubs toilets on the night shift for Southwest Airlines, works his way into the chief development executive and eventually becomes one of the most sought after and successful customer service experts in the country. This is the #1 must-have resource for anyone looking to maximize his or her company s potential. Covering such concepts as making sure your employees fit their jobs and feel important, hiring for attitude, incorporating strategic values into your people practices, providing training rather than rulebooks, and creating an ownership attitude, the revolutionary inside out concept of customer service will assist in building a values-based organization that is specifically geared to organizational, bottom line...



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