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Complete summary of Shep Hyken's book: "Amaze Every Customer Every Time: 52 Tools for Delivering the Most Amazing Customer Service on the Planet".

This summary of the ideas from Shep Hyken's book "Amaze Every Customer Every Time" shows how you have a competitive edge when you amaze your customers every time they deal with you, regardless of the state of the economy or the dynamics of the marketplace in which you operate. In his book, the author explains that there are five elements that are necessary for creating customer experiences that amaze: great leaders, culture, tools, service and community. This summary details each of these elements and provides advice on exactly how to improve them.

Added-value of this summary:
• Save time
• Understand key concepts
• Expand your knowledge

To learn more, read "Amaze Every Customer Every Time" and discover the key to leaving customers amazed after every interaction.

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