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Client service excellence, just as with beauty, is in the eye of the beholder. For that reason, 5-star service is more of a frame of mind aimed at the individual than a goal for the masses. It's not about being all things to all people; it is about being specific things to specific people.

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Operation Five-Star: Service Excellence in the Medical Practice - Cultural Competency, Post-Adverse Events, and Patient Engagement first Edition by James W. Saxton, Esq. and Maggie M. Finkelstein, Esq. (2014) Paperback: Books - Amazon.ca

Operation Five-Star: Service Excellence in the Medical ...

Five-Star customer service is something we all demand in our everyday lives - in our homes, businesses, and personal lives - and now it is becoming one of the cornerstones of healthcare delivery. But in your healthcare practice, you can launch your own "Operation Five-Star" with this new book, by best-selling authors James Saxton and Maggie Finkelstein.

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Five Star Chapter Excellence Guide and Series □ CHAPTER OPERATIONS □ supports the education and awareness of the organization for members. □ FINANCIAL - deals with fiscal accountability. □ COMMUNITY SERVICE/PHILANTHROPY □ helps chapters assess their impact in the community; empowers children to strengthen

The Customer Experience is the sensory, cognitive, emotional, social and behavioral dimensions of all activities that connect the customer and the organization over time across touch points and channels. It encompasses all activities involving the customer where the organization is the focal object, including pre-purchase activities (such as exposure to a website ad), and purchase, consumption, and engagement behaviors (blogging, sharing photos). This book analyzes the challenges of creating excellent customer experiences,

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including the management of technology and new media. It describes how customers co-produce and co-create their experiences, and how these activities influence business revenues and costs. The book takes a deep dive into the psychology of customers, revealing the conceptual building blocks of customer experiences and how they build relationships over time. These ideas provide a business perspective on how to manage relationships with customers to generate cash flows and profitability, including the role of pricing.

A step-by-step guide to designing and implementing an amazing customer service culture In today's competitive business environment, keeping customers happy is the key to long-term success. But some businesses provide much better customer service than others. It's not always clear what works and what doesn't, and implementing new customer service practices midstream can be a difficult, chaotic task. Business leaders who want to transform their business culture into one of customer service excellence need reliable, proven guidance. *Unleashing Excellence* gives you practical tools and step-by-step guidance tailored to your company's individual customer service needs. It shows you how to navigate your teams through every step of the implementation process to achieve true customer service excellence. The book covers the training and education of your group, how to measure the quality of your service, how to build a culture of personal accountability, and how to recognize excellence and reward it. Fully revised to include updated information on the latest tools and best practices, as well as the stories and lessons learned from those organizations that have used the process described in the book. Offers proven best practices for designing and implementing an excellent customer service culture Simple format divides content into nine "leadership actions" that guide you through a step-by-step process Shows you how to build a common customer service vision for your entire organization Customer service is vital to the survival of your business. If you want to move your organization's customer service practices from good to great, *Unleashing Excellence* is the key.

Service operations management in the tourism and hospitality industry requires a high level of coordination, communication and facilitation to satisfy visitors. In all of these activities, service excellence means a lot to visitors in terms of their experience, and to the business it means repeat customers and word-of-mouth marketing. Based on fresh empirical evidence from the field, this book captures the different approaches and challenges to service excellence in the Asian tourism and hospitality industry. Focusing on hotels, attractions, transport providers and other segments in tourism and hospitality, this book presents new case studies underlining and detailing global and local travel industry practices. The book is meant as a reference and supplementary reading for students, researchers and industry practitioners.

"Filled with treasure and big ideas, this book will help you become exceptional." - SETH GODIN In a tight market, your most powerful growth engine-and your best protection from competitive inroads-is this: put everything you can into cultivating true customer loyalty. Loyal customers are less sensitive to price competition, more forgiving of small glitches, and, ultimately, become "walking billboards" who will happily promote your brand. In *Exceptional Service, Exceptional Profit*, insiders Leonardo Inghilleri and Micah Solomon reveal the secrets of providing online and offline customer service so superior it nearly guarantees loyalty. Their anticipatory customer service approach was first developed at The Ritz-Carlton as well as at Solomon's company Oasis, and has since proven itself in countless companies around the globe-from luxury giant BVLGARI to value-sensitive auto parts leader Carquest, and everywhere in between. Now, readers can take the techniques that minted money for these brands and apply them directly to their own businesses. As Ken Blanchard writes, "Leonardo and Micah's philosophies, rules, and winning examples of service excellence will make you

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want to implement their suggestions immediately in your own organization." Filled with detailed, behind-the-scenes examples, the book unlocks a new level of customer relationship that leaves your competitors in the dust, your customers coming back day after day, and your bottom line looking better than it ever has before.

Beyond Six Sigma and Lean! Design your processes to facilitate real business growth, in both healthy and unhealthy economies Design for Operational Excellence defines why companies embark upon continuous improvement—and the true answer is not to improve efficiency, quality, or eliminate waste! The reason is to achieve Operational Excellence. Duggan, an established authority on OpEx, provides the design criteria and guidelines that enable you to grow your business organically by refocusing management's attention from running the business to growing the business. Founded on eight key principles, this groundbreaking system facilitates the continuous flow of value into any operation—from customer service to sales to manufacturing. Kevin J. Duggan is a renowned speaker, executive mentor, and educator in applying advanced lean techniques to achieve Operational Excellence and the author of two books on the subject: *Creating Mixed Model Value Streams* and *The Office That Grows Your Business—Achieving Operational Excellence in Your Business Processes*. As the Founder of the Institute for Operational Excellence, the leading educational center on Operational Excellence, and Duggan Associates, an international training and advisory firm, Kevin has assisted many major corporations worldwide, including United Technologies Corporation, Caterpillar, Pratt & Whitney, Singapore Airlines, IDEX Corporation, GKN and Parker Hannifin. A recognized expert on Operational Excellence, Kevin is a frequent keynote speaker, master of ceremonies, and panelist at international conferences, and has appeared on CNN and the Fox Business Network.

Success in today's rapidly changing hospitality industry depends on understanding the desires of guests of all ages, from seniors and boomers to the newly dominant millennial generation of travelers. Help has arrived with a compulsively-readable new standard, *The Heart of Hospitality: Great Hotel and Restaurant Leaders Share Their Secrets* by Micah Solomon, with a foreword by The Ritz-Carlton Hotel Company's president and COO Herve Humler. This up-to-the-minute resource delivers the closely guarded customer experience secrets and on-trend customer service insights of today's top hoteliers, restaurateurs, and masters of hospitality management including: Four Seasons Chairman Isadore Sharp: How to build an unsinkable company culture Union Square Hospitality Group CEO Danny Meyer: His secrets of hiring, onboarding, training, and more Tom Colicchio (Craft Restaurants, Top Chef): How to create a customer-centric customer experience in a chef-centric restaurant Virgin Hotels CEO Raul Leal: How Virgin Hotels created its innovative, future-friendly hospitality approach Ritz-Carlton President and COO Herve Humler: How to engage today's new breed of luxury travelers Double-five-star chef and hotelier Patrick O'Connell (The Inn at Little Washington) shares the secrets of creating hospitality connections Designer David Rockwell on the secrets of building millennial-friendly restaurants and hotel spaces (W, Nobu, Andaz) that resonate with today's travelers Restaurateur Traci Des Jardins on building a "narcissism-free" hospitality culture Legendary chef Eric Ripert's principles of creating a great guest experiences, simultaneously within a single dining room. *The Heart of Hospitality* is a hospitality management resource like no other, put together by leading customer service expert Micah Solomon. Filled with exclusive, first-hand stories and wisdom from the top professionals in the industry, *The Heart of Hospitality* is an essential hospitality industry resource. As Ritz-Carlton President and COO Herve Humler says in his foreword to the book, "If you want to create and sustain a level of

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service so memorable that it becomes an unbeatable competitive advantage, you'll find the secrets here.

To successfully compete in today's global marketplace, organizations can and must do more to improve their internal operational efficiencies. *Operational Excellence: Using Lean Six Sigma to Translate Customer Value through Global Supply Chains* consolidates hundreds of tools and methods into 110 key concepts designed to translate the voice o

In reading this book, you will find that *The Six Principles of Service Excellence IS*:
• A simple, yet comprehensive, step-by-step process that, if followed implicitly, will lead any organization (small or large) to achieving and sustaining a work environment that will foster superior employee performance and service excellence.
• More than a theory or concept. It is a process that is effectively used in many healthcare, financial, legal, hospitality and food service organizations today by skilled and knowledgeable performance consultants and leaders. You will further come to realize that *The Six Principles of Service Excellence IS NOT*:
• A quick-fix. It is not about herding a group of employees through a 2-4 hour customer service workshop and calling it a day.
• For everyone, nor every organization. Without 100% commitment and involvement from senior leadership, it will not thrive.
• A superficial, Pep Rally. It is about making sound decisions and implementing interventions that will create lasting results.

The world's bestselling Lean expert shows service-based organizations how to go Lean, gain value, and get results—*The Toyota Way*. A must-read for service professionals of every level, this essential book takes the proven Lean principles of the bestselling *Toyota Way* series and applies them directly to the industries where quality of service is crucial for success. Jeff Liker and Karyn Ross show you how to develop Lean practices throughout your organization using the famous 4P model. Whether you are an executive, manager, consultant, or frontline worker who deals with customers every day, you'll learn how take advantage of all Lean has to offer. With this book as your guide, you'll gain a clear understanding of Lean and discover the principles, practices and tools needed to develop people and processes that surprise and delight each of your customers. These ground-tested techniques are designed to help you make continuous improvements in your services, streamline your operations, and add ever-increasing value to your customers. Fascinating case studies of Lean-driven success in a range of service industries, including healthcare, insurance, financial services, and telecommunications, illustrate that Lean principles and practices work as well in services as they do in manufacturing. Drawn from original research and real-world examples, *The Toyota Way to Service Excellence* will help you make the leap to Lean.

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