



# Exceptional Service, Exceptional Profit: The Secrets of Building a Five-Star Customer Service Organization

*Leonardo Inghilleri, Micah Solomon, Horst Schulze (Introduction)*

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"This smart primer on customer service strategy is a must-read for managers and anyone interested in transforming their interactions with clients. "Exceptional Service, Exceptional Profit" is a manual for winning customer loyalty that actually inspires."-- Daniel H. Pink, author of "A Whole New Mind."

## **Exceptional Service, Exceptional Profit: The Secrets of Building a Five-Star Customer Service Organization Details**

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# **From Reader Review Exceptional Service, Exceptional Profit: The Secrets of Building a Five-Star Customer Service Organization for online ebook**

## **Mills College Library says**

658.812 I48 2010

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## **ValeDeOro says**

A good book on the importance of taking charge of each of your interactions with the customer and turning it into a meaningful experience. Especially relevant if you work in the hospitality industry (and I'll probably pick it up again when opening my own bed & breakfast).

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## **Paul says**

By guys from Ritz-Carlton, 32 excellent reviews on Amazon

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## **Mark Fallon says**

A "how to" on adopting great customer service - transforming one-time customers into loyal advocates.

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## **E says**

Top-notch customer service manual

What Apple is to innovation and Rolex is to quality Ritz-Carlton is to service. Consider the luxury hotel chain's famous \$2,000 customer-satisfaction pledge. This remarkable program, now in place for decades, allows any Ritz-Carlton employee, regardless of rank, to decide alone to spend up to \$2,000 to resolve any customer problem. To date, no Ritz-Carlton employee has felt it necessary to spend the full amount on behalf of a customer, but many take creative action to address problems promptly. This policy sends a powerful signal to Ritz-Carlton clients and employees about how much the company values quality and service. In their book, service experts Micah Solomon and Leonardo Inghilleri teach you how to plan and implement an exceptional service program. *getAbstract* cheers this nicely written book. It is a pleasure to read and it explains exceptional service clearly.

To learn more about this book, read the following online book recommendation:

<http://www.getabstract.com/summary/13...>

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## **Tim Johnson says**

Exceptional Profit: The Secrets of Building a Five-Star Customer Service Organization

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## **Andrea says**

The best book on providing stellar customer service out there: practical, solid advice. Required reading for anyone in the service industry.

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## **Thamara Kandabada says**

### **Informative**

In preparation for the launch of my own business, I've been reading up on customer service a lot. I read Exceptional Service, Exceptional Profit in this vein.

Firstly, the book is very concise (150) pages, and easy to read. While I found this convenient, I also thought a little more of this would've been better.

Secondly, the book offers actionable advice. The authors have taken extra effort to make sure that the advice is laid out in an easily digestible way.

Thirdly, the insights in the book can be applied across industries. To me that's incredibly valuable.

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## **Elizabeth says**

As seen on raraweez's Twitter feed.

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## **Andrew says**

Excellent.

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## **Bing says**

Really smashing book about customer service. And no stupid, fictional conversations with a celestial badger or some such nonsense, like many modern business books have.

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### **Angel says**

Buen libro de consejos para los negocios.

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### **Nick says**

The best book I've read yet on how to set up excellent customer service, packed with examples and details. A handbook for companies that are trying to figure out good mass customer service.

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### **Jeff says**

This book contains some great themes; particularly in regards to the idea of anticipatory service, recovery from breakdowns in service, and "what to say when" moments. What I found disappointing though was the heavy reliance on anecdotes, generalities, and undocumented assertions.

One particular passage that jumped out at me was this, "Decades of research have consistently shown that most of us persist throughout adult life with more or less the same personalities and aptitudes with which we began it." This statement may or may not be true. I'm not a behavioral psychologist, but I feel like I've read enough pop-psychology books to know that assertions about the malleability of personality are rarely this cut and dry. In any event, if you intend to proceed from that particular premise you ought to at least cite *some* of the key studies the assertion is based on. The authors offered none.

Be warned too that a lot of the information seems geared toward larger firms, or at least those firms that have the resources for customer preference tracking software, online chat software, customer service call centers, reception areas, and multiple service points. Inghilleri's expertise appears to be consulting for big hospitality and entertainment firms. For that reason, sole-proprietors, upstarts, serial consultants or single locations might find much of the information not entirely relevant.

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### **Kass says**

Great book for any industry!!

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