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5-STAR CUSTOMER SERVICE: IN PURSUIT OF SERVICE HOSPITALITY EXCELLENCE



Createspace, United States, 2015. Paperback. Book Condition: New. 203 x 127 mm. Language: English . Brand New Book ***** Print on Demand *****.To provide your customers with 5-Star Customer Service means you must be able to: 1.Make Service Excellence a key part of your Strategy and reflect it through senior management commitment and resource allocation. 2.Enhance the components that promote Service Excellence as a Culture, at individual, departmental and group levels. 3.Reduce or eliminate the components that limit or hinder...

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- Released at 2015



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