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Exceeding expectations rather than simply satisfying them is the cornerstone of the Disney approach to customer service. Be Our Guest specializes in helping professionals see new possibilities through concepts not found in the typical workplace, revealing even more of the business behind the magic of quality service.

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“Be Our Guest” Quotes The number-one question that Disney Institute’s corporate clientele asks us is ‘Can you make our people nice?’ Click To Tweet Quality Service means exceeding your guests’ expectations by paying attention to every detail of the delivery of your products and services.

Be Our Guest PDF Summary - Disney & Theodore Kinni | 12min ...

We all must satisfy our guests—and convince them to return and

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recommend us to others—or risk losing them in the long run. Customers want memorable experiences, and companies must become stagers of experiences.

Be Our Guest (Book Summary)

Be Our Guest Perfecting the Art of Customer Service By Disney Institute and Theodore Kinni Read in 13 minutes ... Be Our Guest (2011) reveals Disney's key tenets and principles of outstanding customer service and how following these has helped the company become the successful business empire it is today.

Be Our Guest by Disney Institute and Theodore Kinni

In the Disney Institute's Be Our Guest: Perfecting the Art of Customer Service, author Ted Kinni reveals the secrets to delivering magic to your customers the Walt Disney way.

Reading, Writing re: Management: Be Our Guest Q&A

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BY Kinni, Ted (Author) [{ Be Our Guest: Perfecting the Art of Customer Service (Revised, Updated) By Kinni, Ted (Author) Nov - 08- 2011 (Hardcover) }] Book Details: Be Our Guest PDF: Perfecting The Art Of Customer Service Revised And Updated Edition

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The show was a magical journey into the worlds that Walt Disney brought to life through cartoons, movies, television shows, and theme parks. Be Our Guest: Perfecting the Art of Customer Service, accomplishes the same thing - an amazing look “behind the curtain” of the magic that Disney delivers in the area of customer service.

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