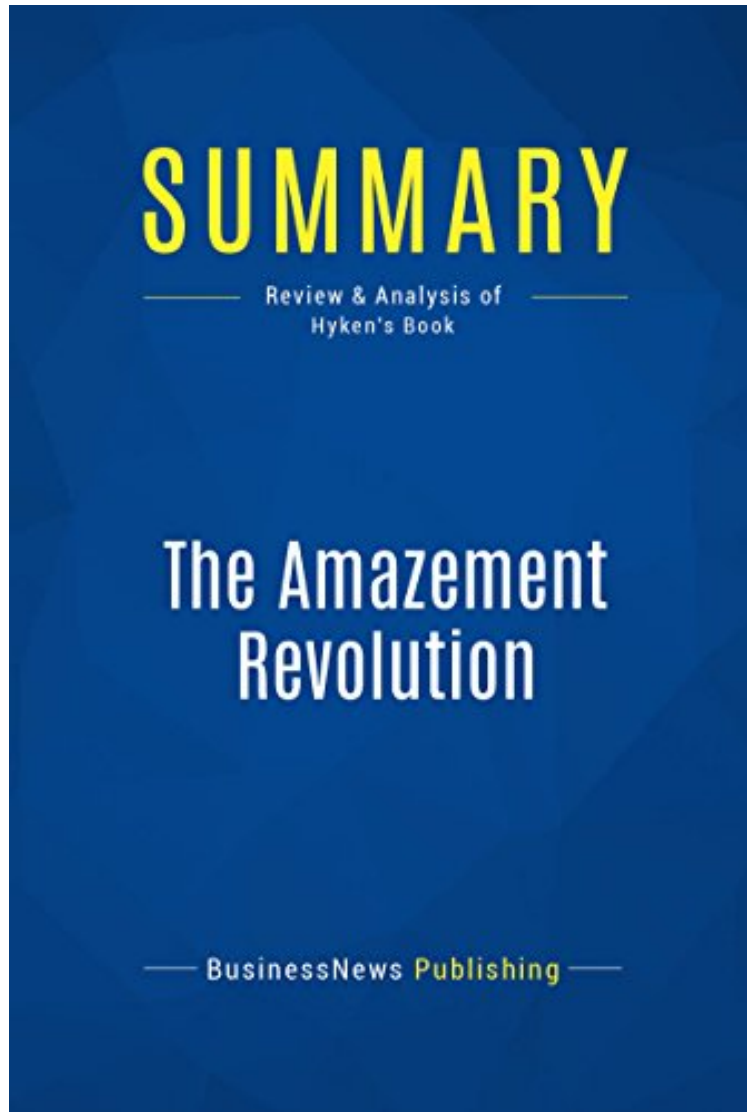


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The must-read summary of Shep Hyken's book: "The Amazement Revolution: Seven Customer Service Strategies to Create an Amazing Customer (and Employee) Experience". This complete summary of the ideas from Shep Hyken's

book "The Amazement Revolution" shows that customer service isn't a department within a company; it's everything the company does. If you can amaze your customers, they will become addicted to doing business with you or, more specifically, to the quality of the experience they receive from you. In his book, the author presents seven amazement strategies from the best customer service focused organisations in the world, which you can use to bring your customers into a "Cult of Amazement". This summary is a must-read for any manager who wants to learn from the best and become the top service organisation in their industry. Added-value of this summary:

- Save time
- Understand key concepts
- Expand your knowledge

To learn more, read "The Amazement Revolution" and find out how to teach your employees to deliver a superior experience to your customers.