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—Tony Hsieh, NY Times

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Each and every customer is a new opportunity to create customer amazement. Creating a demanding customer is a powerful strategy. Work hard to answer this question as it will give you the competitive advantage that will make your customers come back, make price relevant and amaze every customer every time.

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At Zappos, we aim to deliver WOW through service. This book illustrates how important it is to WOW and AMAZE Every Customer Every Time!
Horst Schulze (CEO / Capella Hotel Group)

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The message is clear and the lessons are simple. This book is a guide to creating customer loyalty, employee engagement and overall business success.

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Delivering amazing customer service requires everyone in an organization to step

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you can put into
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**7 tools for amazing
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Summary : Amaze Every Customer Every Time - Shep Hyken: 52 ...

“Amaze Every Customer Every Time gives you the why, what and how of amazing customer service. In this highly useful book, Hyken makes it easy to understand and deliver the kind of service that keeps customers coming back for more.”

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Mark Sanborn,
bestselling author of
The Fred Factor and
You Don't Need a Title
to be a Leader

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And believe it or not,
an amazing customer
experience is well
within your capacity to
deliver to every
customer, every single
time. Amazement is

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the advantage that makes the competition start thinking about how "unfair" it is to have to be operating in the same market, the same planet, the same dimension as you do.

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Through revealing stories from Ace's over-the-top work with customers, Shep

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explores the five tactical areas of customer amazement: leadership, culture, one-on-one, competitive edge, and community. Delivering amazing service requires everyone in your organization to step up and be a leader.

Amaze Every Customer Every Time on Apple Books

It's at this intersection
- business strategy,

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brand and customer experience – that you have the ability to delight and amaze your customers. To help your thinking as you move down this path, I've mapped out 23 (of the hundreds of possible) tips to get you started – or help move you along – your path to delivering “customer delight” in ways that no competitor can match.

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**23 Ways to Amaze
and Delight Your
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[Shep Hyken] --

Renowned customer
experience expert
Shep Hyken explains
how consistently
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through stellar service
can elevate your

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