

BOOK OF THE MONTH SUMMARY

FOR MEMBERS

OVERVIEW

Exceptional Service, Exceptional Profit

The Secrets of Building a Five-Star Customer Service Organization

by Leonardo Inghilleri and Micah Solomon

Key things you will learn.

- Why quality service is crucial
- How to achieve it
- What benefits will accrue to your organization when you do
- What the Ritz-Carlton does for its clients that you don't do for yours

Overview.

What Apple is to innovation and Rolex is to quality Ritz-Carlton is to service. The luxury hotel chain allows any employee, regardless of rank, to decide alone to spend up to \$2,000 to resolve any customer problem. To date, none has spent the full amount, but many take creative action to address problems promptly. Service experts Micah Solomon and Leonardo Inghilleri teach you how to plan and implement an exceptional service program.

About the Authors.

Leonardo Inghilleri is managing partner and executive vice president at West Paces Consulting in Atlanta. Micah Solomon runs Oasis Disk Manufacturing in Manhattan and Washington, D.C.

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