



The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service

Ed Horrell

Download now

[Click here](#) if your download doesn't start automatically

The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service

Ed Horrell

The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service Ed Horrell

"Despite years of focus on the importance of customer service, most businesses still have a lot to learn. Too many merely tweak a script, roll out a new offer, then disappear from the scene, leaving their frontline staff - often underpaid and badly overworked - to expertly, cheerfully handle all the real-life encounters with real-life customers who can make or break a company. That's no way to run a business, says customer service expert Ed Horrell. If you treat your frontline employees with indifference or disregard, you can expect them to treat your customers with indifference - and you can then expect to have indifferent customers who will drop you for the next best thing without a murmur of regret. Combining extensive research with inspiring real-life examples from companies known for their outstanding customer service - such as L.L.Bean, Chick-fil-A, Nordstrom, Mrs. Fields, St. Jude Children's Research Center, The Ritz-Carlton, FedEx, and more - Horrell explains in "The Kindness Revolution" that providing exceptional, compassionate customer service can only happen when you build a deep and lasting relationship with your employees.

And it is kindness, says Horrell, that most characterizes that relationship. "The Kindness Revolution" traces the culture characteristics of the standout companies, including their strong conviction that: each employee has an important job to do; their corporate entity has a meaningful purpose ...to serve the customer in a way that delivers value; and each employee should be empowered to make decisions. They attract the best employees and customers by running an organization based on sincerity and consideration. There is value in dignity and respect and courtesy - and kindness. For organizations large and small, of any size or industry, "The Kindness Revolution" is a resounding wake-up call to change the way your company thinks about its employees, and to practice the basic values of dignity, respect, courtesy, and kindness from top to bottom throughout your organization. The way you treat your employees will be the way they treat your customers. Follow the wise advice and insightful examples in "The Kindness Revolution", and experience the enormous payback in loyal customers, a more prosperous company - and a better way of life."



[Download The Kindness Revolution: The Company-wide Culture Shift ...pdf](#)



[Read Online The Kindness Revolution: The Company-wide Culture Shi ...pdf](#)

Download and Read Free Online The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service Ed Horrell

Download and Read Free Online The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service Ed Horrell

From reader reviews:

Dollie Simmons:

Book is definitely written, printed, or descriptive for everything. You can realize everything you want by a publication. Book has a different type. To be sure that book is important point to bring us around the world. Close to that you can your reading talent was fluently. A book The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service will make you to become smarter. You can feel more confidence if you can know about every little thing. But some of you think this open or reading the book make you bored. It is not necessarily make you fun. Why they are often thought like that? Have you looking for best book or suitable book with you?

Thomas Busch:

This book untitled The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service to be one of several books that will best seller in this year, here is because when you read this guide you can get a lot of benefit onto it. You will easily to buy that book in the book retailer or you can order it via online. The publisher of the book sells the e-book too. It makes you quickly to read this book, as you can read this book in your Mobile phone. So there is no reason to you to past this e-book from your list.

Vivian Regan:

Are you kind of busy person, only have 10 as well as 15 minute in your morning to upgrading your mind proficiency or thinking skill perhaps analytical thinking? Then you are having problem with the book in comparison with can satisfy your short space of time to read it because all of this time you only find e-book that need more time to be read. The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service can be your answer given it can be read by anyone who have those short extra time problems.

Jerri Jackson:

Is it a person who having spare time after that spend it whole day simply by watching television programs or just lying down on the bed? Do you need something new? This The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service can be the respond to, oh how comes? The new book you know. You are therefore out of date, spending your free time by reading in this completely new era is common not a nerd activity. So what these guides have than the others?

Download and Read Online The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service Ed Horrell #31UYTQI7Z6H

Read The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service by Ed Horrell for online ebook

The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service by Ed Horrell Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service by Ed Horrell books to read online.

Online The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service by Ed Horrell ebook PDF download

The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service by Ed Horrell Doc

The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service by Ed Horrell MobiPocket

The Kindness Revolution: The Company-wide Culture Shift That Inspires Phenomenal Customer Service by Ed Horrell EPub