



# **Five Star Service: How to deliver exceptional customer service (2nd Edition) (Prentice Hall Business)**

*Michael Heppell*

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## **Five Star Service: How to deliver exceptional customer service (2nd Edition) (Prentice Hall Business)**

Michael Heppell

This is the book that will show you how to ensure customers are raving about your products and services and come back for more.

*Five Star Service 2nd edition* is an easy read, high impact title from the bestselling author of *How to Be Brilliant*, Michael Heppell. In this book he gives you over 100 instant tips, 50 examples of the best practices, over a dozen brand new techniques and multiple strategies to equip you with a winning edge to knockout your customers and help you

- Delight your customers every time
- Deliver remarkable results that will keep them coming back for more
- Win more customers without spending a fortune
- Get repeat orders and referrals from everyone you encounter

Whether it's studying the Disney parking system or enrolling students at college; going behind the scenes in the world's top hotels or becoming the office hero, *Five Star Service* will show you how to wow your customers, colleagues and cohorts.

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