



## 7 Tenets of Taxi Terry: How Every Employee Can Create and Deliver the Ultimate Customer Experience

By Scott McKain

McGraw-Hill Education - Europe. Hardback. Book Condition: new. BRAND NEW, 7 Tenets of Taxi Terry: How Every Employee Can Create and Deliver the Ultimate Customer Experience, Scott McKain, This book is inspired by the ideas and insight of Taxi Terry. This is the best guide to customer service you will ever read no matter who you are, what you do, where you work, or how much money you make, you can learn a lot from a cab driver - especially when it is Taxi Terry, a successful self-starting entrepreneur who combines passion with effort and skill to create distinction in his job and in his life. Bestselling author and Hall of Fame speaker Scott McKain was so impressed by Terry's joyful approach to customer service, he incorporated the driver's inspiring personal philosophy and uplifting advice into his business speeches at corporate events - with stunning success. These are the 7 Tenets of Taxi Terry: Set high expectations - then, exceed them! Delivering what helps the customer .helps you. Customers are people - so, personalize the experience. Think logically - then act creatively and consistently. Make the customer the star of your show! Help your customers to come back for more....



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### Reviews

*This book is definitely not straightforward to get started on studying but extremely exciting to read. It is really simplistic but shocks in the 50 percent of the ebook. Once you begin to read the book, it is extremely difficult to leave it before concluding.*

— Ally Reichel

*This publication is amazing. It is definitely basic but shocks in the fifty percent of your publication. You wont feel monotony at anytime of your own time (that's what catalogues are for concerning if you question me).*

— Prof. Kirk Cruickshank DDS