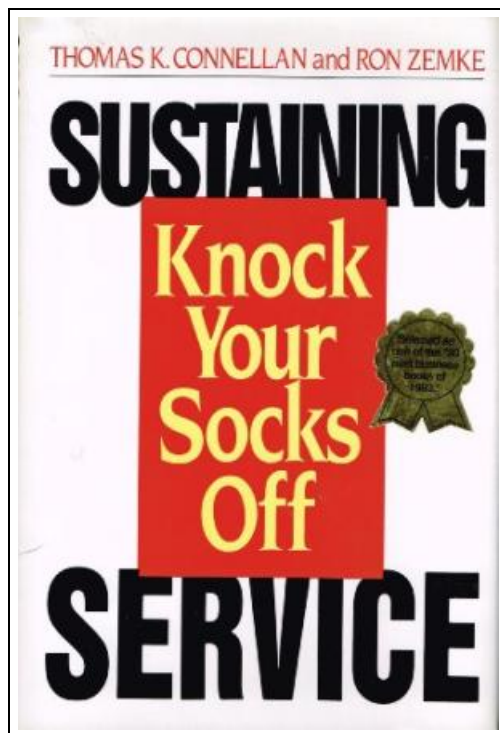


Sustaining Knock Your Socks Off Service



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Reviews




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SUSTAINING KNOCK YOUR SOCKS OFF SERVICE



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Hardcover. Condition: New. Ships From Canada. Some writing on the inside cover, otherwise new. Sewn binding. Paper over boards. 176 p. Audience: General/trade. Ingram: Zemke shook up the service industry with his two bestselling books on delivering and managing ""knock your socks off"" service. Now, he and Tom Connellan, a leading authority on the behavioral aspects of service quality, describe the powerful strategies that companies need to know to hang on to the efforts they started in the ""gold rush"" toward service quality. --This text refers to the Paperback edition.

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