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PATTERN FOR EXCELLENCE EBOOKS 2019



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When was the last time you received WOW worthy customer service from a business? Have you ever been curious how some companies consistently deliver this WOW factor? Pattern for Excellence is designed to help business owners create WOW Experiences on a daily basis...not one customer at a time, but by building relationships and uniting employees behind a greater cause. This amazing phenomenon begins with your workplace culture and gets transferred to your customers. But, how do you create a culture that over delivers and delights customers? In reading this book, you will be inspired to create a noble purpose in your organization and establish a pattern of excellence. When your company successfully masters these principles, amazing results start to materialize with your customers...on a routine basis. Establishing a workplace culture which consistently delivers WOW customer service is far easier than you would believe. By following the steps in this book, your organization will be on its way to creating raving fans in your industry.

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