

Thank God It's Sunday!: The Gospel of Customer Service (Paperback)



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THANK GOD IT S SUNDAY!: THE GOSPEL OF CUSTOMER SERVICE (PAPERBACK)



iUniverse, United States, 2003. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****. In Thank God It s Sunday, Bernard Smalls delivers the good news that a serving heart is the key to prosperity. This uplifting parable--based on a true account of a wildly successful car dealership--shows that profit is the applause we get for taking care of our customers. --Ken Blanchard, co-author of The One Minute Manager and Raving Fans The Gospel of Customer Service is a parable based on the true story of the author s experience as a Corporate Trainer for the history making, award winning, fastest growing Toyota dealership in history. It presents a real life walk through of an excellent automobile dealership that trains its people in a Ritz Carlton/Nordstrom-like manner in customer service. The story is a real life parable with Oscar, the apostle of customer service teaching his students in an entertaining yet spiritual way, the three empirical principles of excellent customer service. The three principles are pronounced and woven through the book. The three secrets Oscar the apostle/trainer shares are; 1) A Meaningful Service Vision, 2) Customer Oriented People, and 3) Customer Friendly Systems. Readers are guaranteed to be inspired, engaged, entertained, and enlightened that the true key to wealth and greatness is excellent service. The key message of this book is; the gospel of customer service is not only for Sunday, it s for everyday!.



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