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# Be Our Guest Perfecting The Art Of Customer Service

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*Be Our Guest Perfecting The Be Our Guest (Revised and Updated Edition): Perfecting the Art of Customer Service (A Disney Institute Book) Hardcover - Illustrated, November 8, 2011. by The Disney*

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*Institute (Author), Theodore Kinni (Author)*  
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*Exceeding expectations rather than simply satisfying them is the cornerstone of the Disney approach to customer service. Be Our Guest specializes in helping professionals see new possibilities through concepts not*

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*found in the typical workplace, revealing even more of the business behind the magic of quality service.*

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*Be Our Guest: Perfecting the Art of Customer Service ...*

*Be Our Guest: Perfecting the Art of Customer Service was written and published by The Disney Institute with Theodore Kinni and describes for the reader the magic behind Disneys success. Tom Staggs, then chairman of Walt Disney Parks and Resorts and now Chief Operating Officer of the Walt Disney Company,*

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*wrote in his introduction to the book people want to know how Disney is so successful.*

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*Be Our Guest (Book Summary)*

*“Be Our Guest” Quotes The number-one question that Disney Institute’s corporate clientele asks us is ‘Can you make our people nice?’*  
*Click To Tweet Quality Service means exceeding your guests’ expectations by paying attention to every detail of the delivery of your products and services.*

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*Customer Service ...*

*Now, in honor of the tenth anniversary of the original Be Our Guest, the Disney Institute, which specializes in helping professionals see new possibilities through concepts not found in the typical workplace, is revealing even more of the business behind the magic of quality service. During the last twenty-five years, thousands of professionals from more than thirty-five countries and more than forty industries have attended business programs at Disney Institute and learned how to adapt the ...*

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*The show was a magical journey into the worlds that Walt Disney brought to life through cartoons, movies, television shows,*

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