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The Art Of every detail of the delivery of your products and services.

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We all must satisfy our guests—and convince them to return and recommend us to others—or risk losing them in the long run. Customers want memorable experiences, and

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Be Our Guest (Book Summary)

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following these has helped the company become the successful business empire it is today.

Be Our Guest by Disney Institute and Theodore Kinni

In the Disney Institute's Be Our Guest: Perfecting the Art of Customer Service, author Ted Kinni reveals the secrets to delivering magic to your

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Disney Institute Leadership **Reading, Writing re: Management: Be Our Guest Q&A**

BY Kinni, Ted (Author)

[{ Be Our Guest:
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(Revised, Updated) By
Kinni, Ted (Author)
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The show was a magical journey into the worlds that Walt Disney brought to life through cartoons, movies, television shows, and theme parks. Be Our Guest: Perfecting the Art of Customer Service, accomplishes the same thing – an amazing

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look “behind the curtain” of the magic that Disney delivers in the area of customer service.

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with Theodore Kinni
and describes for the
reader the “magic”
behind Disney’s
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