

The book was found

# Be Our Guest: Revised And Updated Edition: Perfecting The Art Of Customer Service (The Disney Institute Leadership Series)

REVISED AND UPDATED EDITION

## BE OUR GUEST

Perfecting the Art  
of Customer Service



with Theodore Kinni



## Synopsis

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

## Book Information

File Size: 1780 KB

Print Length: 224 pages

Publisher: Disney Editions; Rev Upd edition (December 16, 2011)

Publication Date: December 16, 2011

Sold by: Disney Book Group

Language: English

ASIN: B006N47ZPK

Text-to-Speech: Enabled

X-Ray: Not Enabled

Word Wise: Enabled

Lending: Enabled

Enhanced Typesetting: Enabled

Best Sellers Rank: #48,685 Paid in Kindle Store (See Top 100 Paid in Kindle Store) #6 in Kindle Store > Kindle eBooks > Business & Money > Industries > Hospitality, Travel & Tourism #10 in Books > Travel > United States > Florida > Orlando #12 in Kindle Store > Kindle eBooks > Business & Money > Industries > Customer Relations

## Customer Reviews

I highly recommend this easy-reading book for three reasons. First, it helped me understand and appreciate how Disney continues to deliver the highest quality products and services year-in and year-out. Secondly, it clearly described many proven ways and concepts to improve my organization's customer service. Lastly, this book gave me a lot of practical lessons that can and should be adapted to fit into most management or leadership situations. I read a couple of outstanding books by Disney-outsiders ("Built to Last" by Jim Collins and Jerry Porras, and "The Disney Way" by Bill Capodagli and Lynn Jackson) about how and why they were so impressed with Disney. I wanted to read a book about a Disney-insider's perspectives on what Disney does to impress everyone and exceed all expectations. This book showed me the "what" of Disney's

practical magic of customer service: a full-time business of shared values, enforced standards, focused work, self-discipline, and attention to detail that is virtually transparent to all Disney guests. I got all that I wanted and more from this outstanding book. After I finished reading this book, I read through my highlights and realized that the following paragraph from the introduction perfectly previewed the book: "In this book, we take you behind the scenes to discover Disney best practices and philosophies in action. We provide you with an insider's glimpse of quality service principles in action both at Walt Disney World, as told from the perspectives of cast members [Disney-speak for "employees"], and in other organizations, as told by executives who have participated in Disney Institute programs. Walt Disney's fundamentals for success still ring true. You build the best product you can.

[Download to continue reading...](#)

Be Our Guest: Revised and Updated Edition: Perfecting the Art of Customer Service (The Disney Institute Leadership Series) Be Our Guest: Perfecting the Art of Customer Service (Disney Institute Book, A) Be Our Guest: Perfecting the Art of Customer Service Disney (Disney, Disney Biography, Disney Books, Disney Series Book 1) The Food Service Professional Guide to Controlling Restaurant & Food Service Operating Costs (The Food Service Professional Guide to, 5) (The Food Service Professionals Guide To) The Food Service Professional Guide to Controlling Restaurant & Food Service Food Costs (The Food Service Professional Guide to, 6) (The Food Service Professionals Guide To) Customer Service: Career Success Through Customer Loyalty (6th Edition) The Customer Service Survival Kit: What to Say to Defuse Even the Worst Customer Situations Exceptional Service, Exceptional Profit: The Secrets of Building a Five-Star Customer Service Organization Food Service Menus: Pricing and Managing the Food Service Menu for Maximum Profit (The Food Service Professional Guide to Series 13) Civil Service Exam Secrets Study Guide: Civil Service Test Review for the Civil Service Examination (Mometrix Secrets Study Guides) Disney U: How Disney University Develops the World's Most Engaged, Loyal, and Customer-Centric Employees Color Atlas and Synopsis of Clinical Ophthalmology -- Wills Eye Institute -- Glaucoma (Wills Eye Institute Atlas Series) Color Atlas and Synopsis of Clinical Ophthalmology -- Wills Eye Institute -- Retina (Wills Eye Institute Atlas Series) Color Atlas and Synopsis of Clinical Ophthalmology -- Wills Eye Institute -- Neuro-Ophthalmology (Wills Eye Institute Atlas Series) Customer Satisfaction Is Worthless, Customer Loyalty Is Priceless: How to Make Customers Love You, Keep Them Coming Back and Tell Everyone They Know The Leadership Pipeline: How to Build the Leadership Powered Company (J-B US non-Franchise Leadership) Chief Customer Officer 2.0: How to Build Your Customer-Driven Growth Engine The Intuitive Customer: 7

Imperatives For Moving Your Customer Experience to the Next Level Perfect Phrases for Customer Service, Second Edition (Perfect Phrases Series)

[Dmca](#)