



UP! Your Service Great Ideas: Tools, Tips and Proven Techniques to Lift Your Service Higher (UP! Your Service!)

Ron Kaufman

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Tools, tips, and proven techniques to lift your service higher. Lift your service UP! Increase service value! Add more to your customers and your bottom line. (Chapter 2 unlocks the value.) Explore spectacular service! Discover what's beyond the extra mile. (Chapter 4 reveals the secrets.) Build your service culture! Attract great customers—and staff. (Study Chapter 6 to keep them.) Solve the crossword puzzles! Find loyalty, passion, and profits. (Every chapter has the clues. Chapter 9 has all the answers.)

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