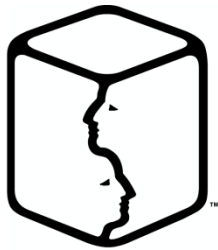


Service Excellence Project

Customer Astonishment: The Path to Customer Loyalty

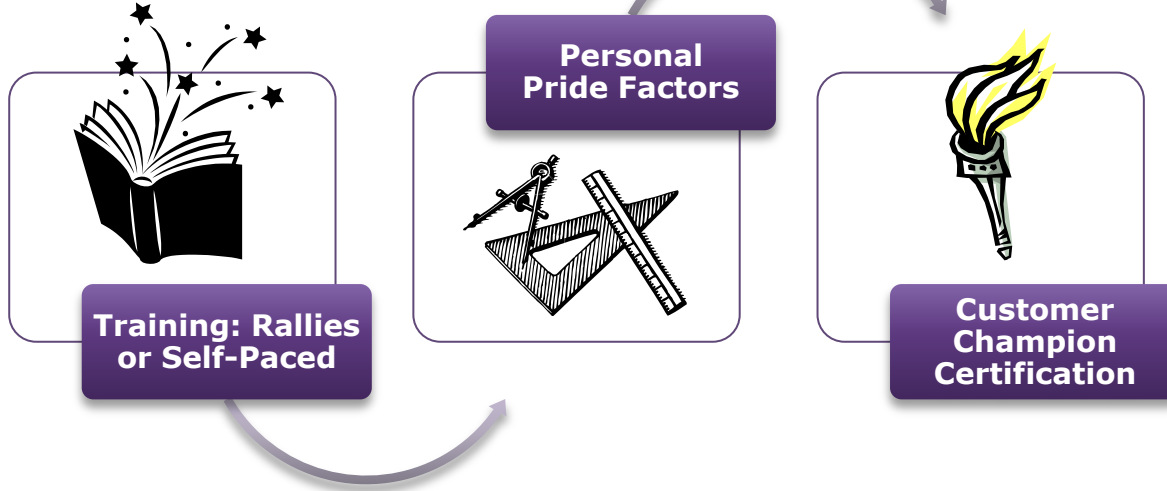


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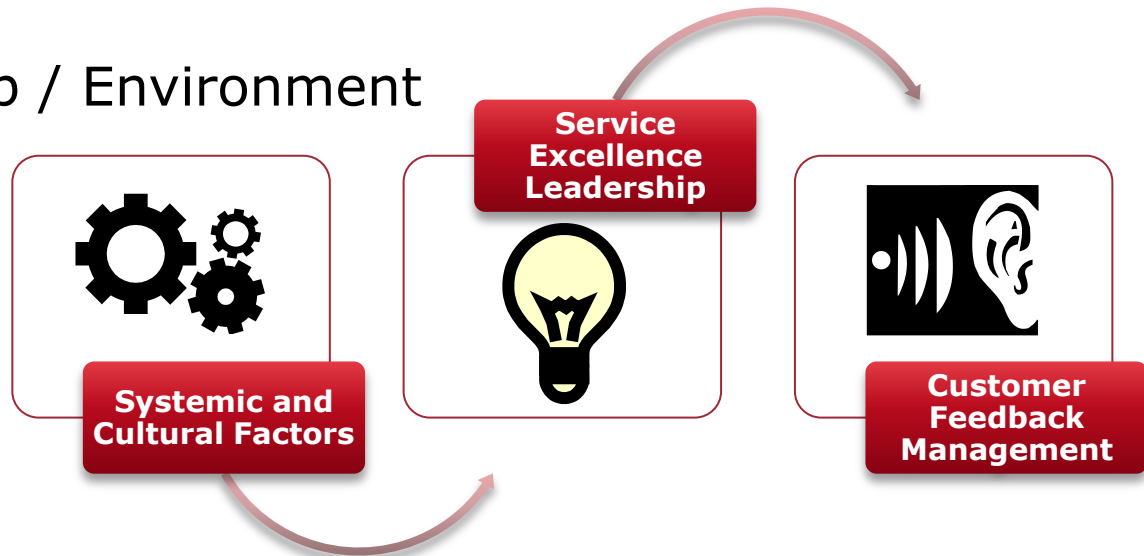
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Employee Engagement



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Leadership / Environment



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Service Excellence Leadership

1. Establish the Guiding Team.
2. Identify Goals & Metrics ... Elevate Vision & Values.
3. Create Projects ... Align Processes.
4. Walk the talk of **R-A-E-I** ... Recognize Performance.

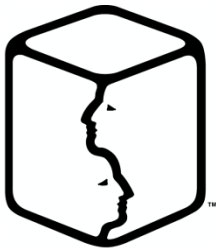
	Seize the Moment	Grow the Future
Sense	A	I
Know	R	E

Responsive...Think About!
Anticipatory...Think Ahead!
Expansive...Think BIG!
Intuitive...Think Beyond!



Breakthroughs Do Happen

We Guarantee It!



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