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Amazon.com: Customer Service Training (9781562869687)

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Revolutionizing Customer Service - Harvard Business Review

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Bill Capodagli has nearly three decades of management consulting and corporate research expertise. Bill co-authored the best-selling business book, *The Disney Way, 3E: Harnessing the Management Secrets of Disney in Your Company*, now in its 3rd edition. The first edition was cited by Fortune magazine as "so useful you may whistle while you work."

Turning The Disney Way Into Your Way | CustomerThink

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Walt Disney Parks and Resorts - Wikipedia

The following nominations were presented with Gold, Silver or Bronze Stevie® Award winners in the 11th annual Stevie Awards for Sales & Customer Service. Ten Grand Stevie Award winners were also announced. The awards were presented during a gala banquet at Caesars Palace in Las Vegas, Nevada on Friday, February 24.

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