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CUSTOMER FOCUS - THE SID WAY: A SELF-INITIATED DEVELOPMENT WORKBOOK FOR LEADERS AND MANAGERS (PAPERBACK)





A Self-Initiated Development Workbook for Leaders and Managers

Ben McDonald Sidney McDonald Benchmark Learning International, United States, 2011. Paperback. Book Condition: New. 254 x 203 mm. Language: English . Brand New Book ***** Print on Demand *****.Ritz Carlton is famous for its customer focus while used car dealers often have a reputation for poor customer focus. All other organizations fall somewhere in between. Customer Focus - The SID Way is part of BenchMark Learning International s Self-Initiated Development Series. This workbook gives leaders the understanding and the tools to develop their customer-focus...

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