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Uncommon Service makes one especially good point, which is that the customer service experience involves trade offs, where you can do some things

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well, but not all. While this is an important point, the remainder of the book tends to fall increasingly flat, with fewer additional ideas that could be considered new and unique.

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by Putting Customers at the ...

In Uncommon Service, Frances
Frei and Anne Morriss show how,
in a volatile economy where the
old rules of strategic advantage
no longer hold true, service must
become a competitive weapon,

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not a damage-control function. That means weaving service tightly into every core decision your company makes. The authors reveal a transformed view of service, presenting an operating model built on tough choices organizations must make:

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(1) How do customers define "excellence" in your offering?

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An excerpt from the book,
Uncommon Service: How to Win
by Putting Customers at the Core
of Your Business by Francis Frei
and Anne Morriss.

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Uncommon Service : How to Win
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Uncommon Service How to Win
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of Your Business Frances Frei and
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Concepts • Someone has to pay for it. Service excellence must be funded in some way.

April 13, 2014 Uncommon Service
This summary provides a
guideline in five steps to establish

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the cornerstones for delivering uncommon service on an ongoing basis. Added-value of this

summary:- Save time-

Understand key concepts- Expand your knowledge To learn more, read "Uncommon Service" and discover the key to developing

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excellence in your business. The must-read summary of Frances Frei and Anne Morriss' book:

"Uncommon Service: How to Win by Putting Customers at the Core of Your Business". This complete summary of the ...

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Uncommon Service: How to Win
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of Your Business By Frances Frei
and Anne Morriss Customer
service is not an afterthought. In

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order to provide consistently excellent service, it must be baked in to the business model. In Uncommon Service, authors Frances Frei and Anne Morriss explain that great service...

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Book Review: Uncommon Service.
Uncommon Service: How to Win
by Putting Customers at the Core
of your Business. by Frances Frei
and Anne Morriss. I've read a lot
of books about customer service

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and I must admit that many of them tend to blur together. As I read Uncommon Service, my excitement grew because I realized I was reading something that was, well, uncommon.

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Book Review: Uncommon Service
— Jeff Toister

Uncommon Service is a joy to read and a treasure to study. The authors provide both theories of how great service works and case studies that demonstrate how to make it happen. Always intuitive,

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never patronizing, and really
smart, Uncommon Service will
help

Uncommon Service Press Kit
FINAL

Early on, Uncommon Service

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states: “To deliver great service on the dimensions that your customers value most, you must underperform on dimensions they value less. This means you must have the...

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Uncommon Service (book review).

Learn why the customer is ...

Frei and Morriss are coauthors of
Unleashed: The Unapologetic
Leader's Guide to Empowering
Everyone Around You and

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How to be an Inclusive Leader - Harvard Business Review
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Anne Morriss Harvard Business
Review Press, January 2012. Most
companies treat service as a low-
priority business operation,
keeping it out of the spotlight
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service gets to make a brief
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Offers an organizational design model for service organizations, covering such topics as funding mechanisms, employee management systems, and

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Most companies treat service as a low-priority business operation, keeping it out of the spotlight until a customer complains. Then service gets to make a brief appearance – for as long as it

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takes to calm the customer down
and fix whatever foul-up
jeopardized the relationship. In
Uncommon Service, Frances Frei
and Anne Morriss show how, in a
volatile economy where the old
rules of strategic advantage no
longer hold true, service must

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Become a competitive weapon, not a damage-control function. That means weaving service tightly into every core decision your company makes. The authors reveal a transformed view of service, presenting an operating model built on tough

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choices organizations must make:

- How do customers define “excellence” in your offering? Is it convenience? Friendliness? Flexible choices? Price?
- How will you get paid for that excellence? Will you charge customers more? Get them to handle more service

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tasks themselves? • How will you empower your employees to deliver excellence? What will your recruiting, selection, training, and job design practices look like? What about your organizational culture? • How will you get your customers to behave? For

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example, what do you need to do to get them to treat your employees with respect? Do you need to make it easier for them to use new technology? Practical and engaging, Uncommon Service makes a powerful case for a new and systematic approach

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to service as a means of boosting
productivity, profitability, and
competitive advantage.

The must-read summary of
Frances Frei and Anne Morriss'
book: "Uncommon Service: How
to Win by Putting Customers at

Read Book Uncommon Service How To Win By the Core of Your Business". This complete summary of the ideas from Frances Frei and Anne Morriss' book "Uncommon Service" shows that it's not enough to demand that employees deliver a great service. In other words, it is

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indispensable to design a business model so that all employees deliver excellent service as an everyday occurrence. This summary provides a guideline in five steps to establish the cornerstones for delivering uncommon service on

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an ongoing basis. Added-value of this summary:

- Save time
- Understand key concepts
- Expand your knowledge

To learn more, read "Uncommon Service" and discover the key to developing excellence in your business.

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Putting Customers At The
The Power of Empowering Others
Core Of Your Business
Leadership isn't easy. It takes
grit, courage, and vision, among
other things, that can be hard to
come by on your toughest days.
When leaders and aspiring
leaders seek out advice, they're

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often told to try harder. Dig deeper. Look in the mirror and own your natural-born strengths and fix any real or perceived career-limiting deficiencies. Frances Frei and Anne Morriss offer a different worldview. They argue that this popular leadership

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advice glosses over the most important thing you do as a leader: build others up.

Leadership isn't about you. It's about how effective you are at empowering other people—and making sure this impact endures even in your absence. As Frei and

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Morriss show through inspiring stories from ancient Rome to present-day Silicon Valley, the origins of great leadership are found, paradoxically, not in worrying about your own status and advancement, but in the unrelenting focus on other

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Unlocking Customer's Potential
The Core Of Your Business
people's potential. Unleashed
provides radical advice for the
practice of leadership today.

Showing how the boldest, most
effective leaders use a special
combination of trust, love, and
belonging to create an
environment in which other

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People can excel, Frei and Morriss offer practical, battle-tested tools—based on their work with companies such as Uber, Riot Games, WeWork, and others—along with interviews and stories from their own personal experience, to make these ideas

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come alive. This book is your indispensable guide for unleashing greatness in other people . . . and, ultimately, in yourself. To learn more, please visit theleadersguide.com.

Why do you need this

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book? Because there are treasures in tradition. In stark contrast to the common belief that youth workers require nothing less than a light show, smoke machine, and sweaty punk-rock band to reach teenagers' souls, more and more youth have actually been moving

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toward depth and quiet—and away from fluff and noise. Creeds, candles, silence, and ancient spiritual practices are all gaining understanding and popularity among students who're passionately seeking otherworldly and mysterious fragrances.

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They're realizing that there are treasures in tradition. The Book of Uncommon Prayer is your tool for unearthing, dusting off, and tapping into these treasures—but in ways that are completely contemporary and, more importantly, completely relevant

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to students. It's personal. The prayers and worship services inside are written for youth ministry—for students and for youth workers! They tell the from-the-gut truth about what you and your kids face every day—and in language that won't leave

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anybody scratching their heads. It's practical. These tools are for just about any situation you can think of. Need a prayer for a lock-in? For family? For loving enemies? For final exams? How about a mind-blowing "Dumpster" Christmas service?

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An eye-opening service for All
Hallows Eve? Or the most intense
service for Good Friday you've
ever experienced? They're all
here—along with many other
innovative vehicles for bringing
your students into communion
with God. It's unparalleled. This

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Book is for all denominations. It doesn't matter if you're mainline or evangelical, Protestant or Catholic; The Book of Uncommon Prayer is geared for all teenagers and youth workers in Jesus' church! There's also an entire section of devotions and prayers

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written specifically for you, the youth worker, to renew and strengthen you when times are tough. Plus...we've included a bonus music CD in the back—Eucharist—an at-once moody and energetic, ancient-postmodern collection of songs

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straight from the “alternative
worship” movement in the United
Kingdom. Many services inside
use songs from the Eucharist CD,
and there’s even an entire service
that uses the CD from start to
finish. Mysterious. Practical.
Treasure-filled. (Yes, uncommon,

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too!) The Book of Uncommon Prayer is a rich source of God-revealing worship and a one-of-a-kind guide for personal renewal that youth workers, camp counselors, Sunday school teachers, adult volunteers (and even students) will love.

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In a world of contracting markets and diminished consumer demand, The Cambridge Group founder Rick Kash and Nielsen Company CEO David Calhoun show companies how to find new customers and bigger profits.

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How Companies Win makes The Cambridge Group's proprietary demand model—a strategy which multi-million dollar corporations pay premium rates to access—available to the general public for the first time. Taking the reigns from Larry Bossidy's

Read Book Uncommon Service How To Win By Execution, W. Chan Kim and Renée Mauborgne's Blue Ocean Strategy, and Kash's own The New Law of Demand and Supply, this is a must-have for succeeding in business in the twenty-first century.

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The New York Times bestseller is now in softcover with a bonus chapter on how the “Dare to Be Uncommon” movement is reaching schools, teams, and families across the country and an update on Tony’s life since retiring as head coach of the

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Indianapolis Colts. What does it take to live a life of significance? When Indianapolis Colts coach Tony Dungy took home the trophy in Super Bowl XLI, fans around the world looked to him as the epitome of success. Athletic victory, professional excellence,

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fame and celebrity, awards and honors—he had it all. But even in that moment, he knew those achievements had little to do with his ultimate significance as a man. Coach Dungy still passionately believes that there is a different path to significance—a

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path characterized by attitudes, ambitions, and allegiances that are all too rare but uncommonly rewarding. In the New York Times best seller Uncommon, Dungy reveals secrets to achieving significance that he has learned from his remarkable parents, his

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athletic and coaching career, his
mentors, and his walk with God.

From a renowned financial
journalist who has written for
Time, Fortune, Forbes, and The
New Yorker, a fresh and
unexpectedly profound book that

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draws on hundreds of hours of
exclusive interviews with many of
the world's super-investors to
demonstrate that the keys for
building wealth hold other life
lessons as well. Billionaire
investors. If we think of them, it's
with a mixture of awe and

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suspicion. Clearly, they possess a kind of genius—the proverbial Midas Touch. But are the skills they possess transferable? And do they have anything to teach us besides making money? In *Richer, Wiser, Happier*, William Green draws on interviews that he's

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conducted over twenty-five years with many of the world's greatest investors. As he discovered, their talents extend well beyond the financial realm. The most successful investors are mavericks and iconoclasts who question conventional wisdom

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and profit vastly from their ability to think more rationally, rigorously, and objectively. They are master game players who consciously maximize their odds of long-term success in markets and life, while also minimizing any risk of catastrophe. They

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draw powerful insights from many different fields, are remarkably intuitive about trends, practice fanatical discipline, and have developed a high tolerance for pain. As Green explains, the best investors can teach us not only how to become rich, but how to

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improve the way we think, reach decisions, assess risk, avoid costly errors, build resilience, and turn uncertainty to our advantage. Green ushers us into the lives of more than forty super-investors, visiting them in their offices, homes, and even their

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places of worship—all to share what they have to teach us. Richer, Wiser, Happier brings together the thinking of many of the greatest investment minds, from Sir John Templeton to Charlie Munger, Jack Bogle to Ed Thorp, Will Danoff to Mohnish

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Pabrai, Bill Miller to Laura Geritz,
Joel Greenblatt to Howard Marks.
In explaining how they think and
why they win, this landmark book
provides gems of insight that will
enrich you not only financially but
also professionally and
personally.

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From one of England's most celebrated writers, a funny and superbly observed novella about the Queen of England and the subversive power of reading

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When her corgis stray into a mobile library parked near Buckingham Palace, the Queen feels duty-bound to borrow a book. Discovering the joy of reading widely (from J. R. Ackerley, Jean Genet, and Ivy Compton-Burnett to the classics)

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and intelligently, she finds that her view of the world changes dramatically. Abetted in her newfound obsession by Norman, a young man from the royal kitchens, the Queen comes to question the prescribed order of the world and loses patience with

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the routines of her role as monarch. Her new passion for reading initially alarms the palace staff and soon leads to surprising and very funny consequences for the country at large. With the poignant and mischievous wit of *The History Boys*, England's best

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loved author Alan Bennett reveals
in the power of literature to
change even the most uncommon
reader's life.

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