

THE CUSTOMER BECOMES SECOND

**AND OTHER SECRETS
OF EXCEPTIONAL SERVICE**

WAL T. ROSENBLUTH

*CEO of Hertz Rent-A-Car—Featured in The 100 Best
Entrepreneurs of 2008, Entrepreneur Magazine*

AND DIANE McFERRIN PETERS

Customer Comes Second

**Hal F. Rosenbluth, Diane McFerrin
Peters**



Customer Comes Second:

The Customer Comes Second Hal F. Rosenbluth, Diane McFerrin Peters, 1992 In 15 years Rosenbluth has transformed a small family owned business into an industry leader grossing more than 1.5 billion annually The secret of Rosenbluth's success and his company's is very simple While dedication to customer satisfaction is the norm he has thrived by concentrating on his employees first and his customers second

The Customer Comes Second Hal Rosenbluth, Diane McFerrin Peters, 2002-08-20 Tom Peters says Hal Rosenbluth's story is one of the great unsung business success sagas and in this fully revised and updated 10th anniversary edition of *The Customer Comes Second* Rosenbluth and his co author Diane McFerrin Peters offer proof that his leadership style is one for the new millennium The secret of his success and that of his company Rosenbluth International is simple Hal Rosenbluth concentrates on his employees first and his customers second This is a formula that has worked for more than two decades and has transformed his company from a small family business into a global industry leader grossing over 6 billion In this classic on counterintuitive management practice the entrepreneurial genius and visionary leader of Rosenbluth International shows you how to use exceptional service to win in any industry This insightful and compelling book reveals new ideas for hiring motivating and managing employees and shows how best to integrate technological innovation and creative solutions into the everyday work experience to ensure that your employees your company's greatest asset win you the best customers and propel your business to the greatest heights of success Rosenbluth's tried and tested methods show you how to build highly effective teams inspire loyalty and initiative and turn your workplace into a hotbed of synergy where people produce consistently incredible results For more than ten years the strategies and ideas in this book have galvanized CEOs entrepreneurs and managers everywhere making fans of business leaders and thinkers like Jeff Greenfield Scott McNealy and many others These secrets continue to prove themselves today as Rosenbluth International has rapidly emerged as the foremost travel management company since its industry's devastation following 9/11 Find out how Hal Rosenbluth's winning ideas can transform you and your company by putting your customer second you're guaranteed to win

Working Together James P. Lewis, 2002 This intriguing book tells the story of the author's taking the lead in the turnaround and restoration of Boeing Commercial Airplanes and may have been the biggest test of the working together principles and practices

Using Customer Needs to Drive Transportation Decisions Kathleen E. Stein, Robert K. Sloane, National Cooperative Highway Research Program, 2003

Tourism Management Arch G. Woodside, Drew Martin, 2007-12-18 Planning and implementing successful tourism programmes requires in depth predictions of tourist behaviour This title provides coverage of sense making planning implementing evaluating and administering tourism marketing and management programmes It offers useful descriptions tools and examples of tourism management decision making

The Customer comes second Hal F. Rosenbluth, 1994

B2B Customer Experience Paul Hague, Nicholas Hague, 2018-06-03 B2B Customer Experience shows readers how to deliver the very best customer

experience often referred to as CX within the business to business realm Marketers have long known that emotions are important in driving our experiences and the subject is now high on the agenda of B2B companies who want to deliver a wow to their customers Achieving this wow factor helps organizations distinguish themselves from their competition while simultaneously winning new business and retaining existing clients B2B Customer Experience is the essential handbook that guides the reader through the process of creating an exceptional customer experience Intensely practical in its approach B2B Customer Experience is divided into five parts to walk readers through the journey of planning mapping structuring implementing and controlling an effective customer experience all bespoke for the B2B environment Clearly argued and supported by real world examples this text will help readers understand critical features including the difference between customer experience loyalty and inertia how to use journey maps to establish strengths and weaknesses in an organization and how to ensure that sales teams are engaged in the customer experience programme Discussing some of the best known examples of consumer focused customer experiences from companies such as Zappos Nordstrom and John Lewis B2B Customer Experience is the must have text for any marketing professional working within a B2B environment

Members for Life Richard F. Gerson,1999 Members for life shows how to develop a customer service standard that will keep your members coming back It covers crucial skills that every fitness staff member needs to develop from basic telephone and communication skills to tips for managing angry or complaining members

CIO ,1992-11-15

Power Up Your Profits Troy Waugh,2004-12-16 Expert guidance for CPAs who want to become marketing savvy improve profits and gain satisfaction This updated Second Edition demonstrates how combining the power of trust with the power of persuasion can help CPAs sell their services more effectively Each chapter develops a key concept of marketing or selling that s easy to follow and shows how to apply the concepts to any CPA practice Through a step by step approach to developing and mastering a stronger marketing and sales presence this book focuses on how to dramatically enhance the reader s growth potential It presents real world examples from top CPA rainmakers and other marketing and management gurus including Tom Peters This updated second edition offers interviews covering Sarbanes Oxley and the new accounting rules Troy Waugh CPA Nashville TN is founder President and CEO of The Rainmaker Academy a comprehensive three year leadership client service and practice development training program for CPAs

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SALESMANSHIP International Correspondence Schools,1912

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Who Really Matters Art Kleiner,2003-10-14 In a breakthrough Organization Man for the twenty first century bestselling author Art Kleiner reveals that every organization is driven by a desire to satisfy a Core Group of influential individuals and explains why understanding this group s expectations is the key to success When corporate leaders announce with seeming sincerity We make our decisions on behalf of our shareholders their words are taken at face value But as recent news stories prove this imperative is routinely violated In Who Really Matters Art Kleiner

argues that the dissonance between a declared mission and actual operation can be seen at organizations large and small All organizations have one motive in common Every decision which projects to back who to promote or how to spend money is affected by the perceived wants and needs of a core group of people who really matter The composition of the group can differ from organization to organization Often the most senior people in the hierarchy are members but not always Sometimes the people who matter can extend far down the corporate ladder or even reach outside the company to include key customers labor union leaders and stockholders Kleiner gives readers clues about how to identify a core group s real mission by observing its day to day actions listening to the fundamental message it sends employees examining its management of new members understanding the ideas that shape its policies about management money and the way the world works and avoiding the taboos governing the way it operates Whether you re a member of the Core Group or want to be this deft engaging blend of argument and observation anecdotes and advice is the one guide you ll need to achieve your career goals and aspirations by navigating the hidden pathways in any organization large or small

Hardware Dealers' Magazine ,1912 **The Profession of Salesmanship ; Methods of Marketing ; Health and Appearance ; Self-study and Development ; Study of the Customer ; Successful Reasoning ; Study of Goods Or Service ; The Conducting of Sales ; Retail Salesmanship** International Correspondence Schools,1912 **Gas Age** ,1919 Includes summaries of proceedings and addresses of annual meetings of various gas associations L C set includes an index to these proceedings 1884 1902 issued as a supplement to Progressive age Feb 15 1910 *The Gas Age* ,1919 **Dry Goods Merchants Trade Journal** ,1922

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