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Ken Blanchard, Victoria Halsey, Kathy Cuff
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Ken Blanchard, Victoria Halsey, Kathy Cuff : *Legendary Service: The Key is to Care* (Business Books) before purchasing it in order to gauge whether or not it would be worth my time, and all praised *Legendary Service: The Key is to Care* (Business Books):

3 of 3 people found the following review helpful. Great for Introduction to *Legendary Service* or Reinforcement By T. Koeth Have been a Ken Blanchard fan for many years dating back to the *One Minute Manager*. His collaborations with strong co-authors just work and we know it is as much about Ken himself seeking to learn new things as it is sharing that knowledge with others. This book brings the allegorical style of the *One Minute Manager* to *Legendary Service*.

This means the message is in an easy to read and share format that makes for a compelling and fast read. That said, the message remains very powerful and easy to apply to any business. We applied the Legendary Service program to our business in late 2012 and early 2013 to help unify disparate cultures from multiple acquisitions. This was an all associate launch that started at the top with executives, continued with training for all our local leaders and then included everyone in our company. We had a very positive response to the program and have continued it with ongoing in-house new hire training and multiple levels of reinforcement in our associate meetings, intranet and performance review process. This book fit in beautifully as another level of reinforcement and we purchased a bunch of copies to share with our local leaders to help them continue on the path to Legendary Service. One of the things I love about Legendary Service is that it is at least as applicable to personal life and relationships as it is to business. I heartily recommend the program and the book to any reader interested in enhancing service, team spirit and business results and even your personal and family relationships. When we ALL consider one another as Customers, we all win. 0 of 0 people found the following review helpful. How Can We Keep More Kelsey's! By Christphr Brunonewell written. clean, fast story. easy read. Lots of subtle messages about supporting not only customers, but colleagues who are committed to bring their very best to work every day and want their organization's to win in the marketplace. Kathy and Vicki, and Ken, bring a fresh, energizing, memorable perspective to our next generation of leaders, managers and colleagues who truly want to make a difference, make work more meaningful and make more money for our organizations in the process. Has a powerful message and great advice about managing your career when things are not exactly the way you want them to be, as an added bonus. Even for great service providers, this is a timely and relevant book to reinforce what we do best and lays out a path to elevate our game --- to make it easy for anyone who wants to grow their business by serving and inspiring one another while giving real reasons for customers and clients to come back. I asked myself how many Kelsey's are there in our organization right now who are more prepared than we realize... to take our organizations to that next level of success? And how can I Care more about that! 0 of 0 people found the following review helpful. Good Read for All Leaders By Patrick Steenbock The concepts in this book can be applied in any relational aspect of life. I began reading it to get ideas for the maintenance mechanics in my plant so they can provide Legendary Service to the customers. I learned that the concepts can be used by the leaders of the organization also to build the relationship with the associates.

Take care of your customers - or someone else will!

.com "As someone who has built a lifetime career around creating excellence for guests, I appreciate the simple truths in Legendary Service. Read this book and establish a service culture in your organization." -- Horst Schulze, Chairman/CEO, Capella Hotel Group "Legendary Service has great learnings for people at all organizational levels: for executives and managers, the value of a service culture; and for frontline para; staff, the reality that they are the face of the company and can make a difference. Legendary service--it's everyone, always." -- Mark King, CEO and President, TaylorMade Golf "Everything I know about service I learned from my career at Hilton Hotels, Marriott International, The Walt Disney Company, and Ken Blanchard. The One Minute Manager dramatically changed my thinking 32 years ago. Legendary Service will teach the next generation how to deliver sensational service. Buy it, study it, implement it." -- Lee Cockerell, Executive Vice President, Walt Disney World (Retired Inspired), and author of Creating Magic and The Customer Rules.com "Kathy Cuff and Vicki Halsey have created a fantastic customer service model called ICARE. When you add their voices to that of the master storyteller Ken para; Blanchard, you have a masterpiece entitled Legendary Service. It is a must-read for everyone who, like me, has a passion for service." -- Colleen Barrett, President Emeritus, Southwest Airlines, and coauthor of Lead with LUV "Ken Blanchard has done it again and delivered the right book at the right time. Legendary Service provides the essentials of hospitality and servant leadership in a way that everyone can adopt--right now--today!" -- John Caparella, President and COO, The Venetian, The Palazzo, and Sands Expo