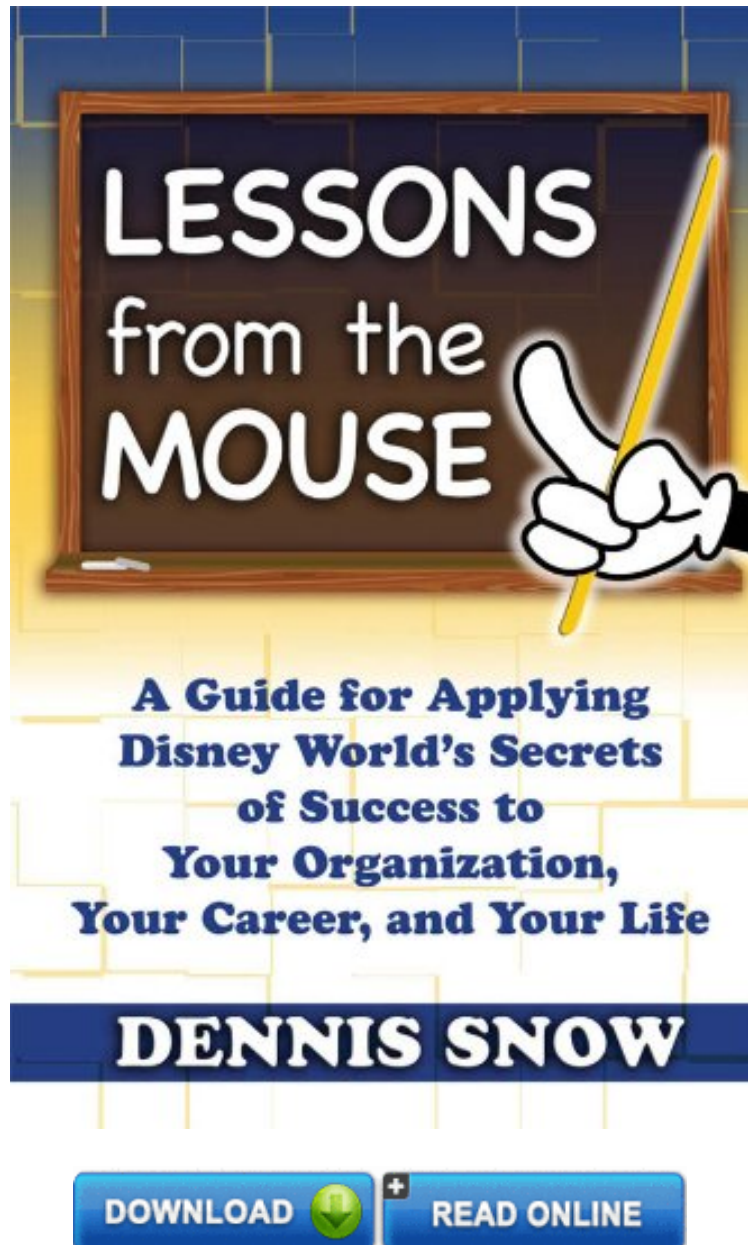


(Download) Lessons From the Mouse: A Guide for Applying Disney World's Secrets of Success to Your Organization, Your Career, and Your Life

## **Lessons From the Mouse: A Guide for Applying Disney World's Secrets of Success to Your Organization, Your Career, and Your Life**

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**0 : Lessons From the Mouse: A Guide for Applying Disney World's Secrets of Success to Your Organization, Your Career, and Your Life** before purchasing it in order to gage whether or not it would be worth my time, and all praised Lessons From the Mouse: A Guide for Applying Disney World's Secrets of Success to Your Organization, Your Career, and Your Life:

6 of 6 people found the following review helpful. Great Lessons - easy/fast read!By KodiakI have to disagree with some of the negative comments of this book. The author makes no apologies for the book being short (156 pages) - he even jokes about it at the end. What he does give you are 10 practical lessons that can be applied to any business. His job related experience gives you a behind-the-scenes (or "Backstage" from the book) peek of Disney World. I found his examples concise and easy to understand. For my MBA I have read countless business books who's authors delight in tech-talk and creating lessons and theories that often require further reading from other books to explain the principles - Mr. Snow keeps it simple and gives it to you straight. While some reviewers are quick to criticize that this book is non-technical (one reviewer wrote "for the novice"), I ask, does it have to be? Sound/simple lessons are often refreshing!If you are sitting in a terminal waiting for your next flight - download the book to your Kindle - it will make your trip go by a little faster.Practical + Helpful + Great examples using Disney as a backdrop + Easy read + Relevant = 5-stars.0 of 0 people found the following review helpful. One of my all-time favoritesBy Billy BrophySince 2010, I have read this book 5 different times. Great lessons can be learned and implemented if you take everything in it seriously! Highly recommended.0 of 0 people found the following review helpful. Worthwhile Read At Any AgeBy KrisB-Grass ValleyEven though the focus here is on business, these lessons apply to anyone at any age if you want to wake up to effective living. Great advice throughout whether on how to chose a company to buy from or stepping up your own game in just dealing with people. Good emphasis on personal responsibility.Recommended! Thank you.

What can you learn from a mouse? When that mouse has been delighting and entertaining hundreds of millions of people for decades - it turns out there is plenty to learn. Dennis Snow's Lessons From the Mouse provides ten no-nonsense, practical principles that anyone, anywhere can apply. He entertains while he educates with chapters like 'What Time is the 3:00 Parade?' Is Not a Stupid Question.The mouse is very candid here - no Disney pixie dust blinds the reader. Backstage snafus, onstage errors, and occasional chaos emerge in all their drama, humor, or irony. At its heart, though, Lessons From the Mouse presents ten lessons that guide readers in applying excellence in their own organizations, careers, and lives. Whether being used as a tool for increased organizational effectiveness or a pocket guide for the college grad or new entrepreneur, Lessons From the Mouse offers timeless, straightforward advice.

Dennis Snow has built a better mousetrap, capturing the best ideas from his years with Walt Disney World and sharing them with anyone interested in improving his or her organization or career. By mastering his simple Lessons From the Mouse, any company and any employee can become well known for extraordinary customer service. --Ed Yingling, President and CEO, American Bankers AssociationThe principles outlined in Lessons From the Mouse, while based upon Dennis' experience at Walt Disney World, translate to any organization and any individual within an organization. Cummins is successfully applying these principles globally to create great experiences for customers and to enable every employee to have a clear line of sight to the customer. --Joe Loughrey, President and Chief Operating Officer, Cummins Inc.What makes Lessons from the Mouse so valuable is that Dennis Snow writes from a front line, customer contact perspective. There's no wasted space in this book. Every page has ideas ready to put to work for you or your organization. Lessons from the Mouse is engaging, entertaining, and of great practical value. This is a winner! --Joe Calloway, Author, Work Like You're Showing OffAbout the AuthorDennis Snow spent twenty-years working for the mouse at Walt Disney World. Starting his Disney career at the 20,000 Leagues Under the Sea Attraction, he moved into a management position, managing various operating areas throughout the famous theme park. He also spent several years with the Disney University, teaching corporate philosophy and business practices to cast members and the leadership team. Today Dennis Snow is a full-time speaker, trainer, and consultant, Dennis is dedicated to helping organizations achieve their goals in the areas of customer service, employee engagement, and leadership. He is currently one of the most sought-after speakers in the North America. Snow Associates works with businesses, trade associations and executives who strive to be world-class service organizations. Dennis Snow and his associates give customized keynote addresses, workshops and training sessions geared toward moving companies forward into customer service excellence. Each program is designed to meet a client s specific needs and growth area goals. Included among Dennis Snow's clients are: Johns Hopkins Medicine, Cornell University, Novartis, American Express, St. Joseph s Health System, ExxonMobil, Cummins Engines, American Hospital Association, American Bankers Association, BMW Financial Services, Georgetown University Medical Center, First Citizens Bank, Baptist Health System, National Association of Truck Stop Operators, Wakefern Foods, Wachovia Bank, Blockbuster Video, Florida Power and Light, Carle Clinic Association, Childtime/ Tutor Time Learning Centers, Fiserv, Florida State University, Investment Planning Counsel, Hospira, Council of Hotel and Restaurant Trainers, International Marketing Systems, Legal Marketing Association, Nationwide Health Plans, and Select Medical.