

Chocolates On The Pillow Arent Enough Reinventing The Customer Experience

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Chocolates On The Pillow Arent

Gimmicks come and go, but without sincere and caring people delivering the overall experience, from start to finish, well, it's true--chocolates on the pillow are not enough. A great read!" —David Neeleman, founder and CEO, JetBlue Airways Corporation "If you don't work for your customer, you're not doing your job.

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Chocolates on the Pillow Aren't Enough: Reinventing The ...

Chocolates on the Pillow Aren't Enough: Reinventing the Customer Experience is a book on customer service advice. It was released in March 2007. Overview. This is the second book by Jonathan Tisch, the Chairman and CEO of Loews Hotels.

Chocolates on the Pillow Aren't Enough - Wikipedia

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Tisch. **Praise for *Chocolates on the Pillow Aren't Enough*** Jonathan recognizes that in today's Internet-fed, savvy-consumer world, it is the people-to-people connections, regardless of price point, that differentiate a customer's experience.

Chocolates on the Pillow Aren't Enough by Tisch, Jonathan ...

In *Chocolates on the pillow aren't enough*, he takes us beyond some simplistic (but important) customer centric concepts to show us how to re-invent the customer experience. If you are looking for a book that describes the hotel business, you need to look somewhere else, because Tisch and co-author Karl Weber take us far beyond the walls of Loews Hotels.

Amazon.com: Customer reviews: Chocolates on the Pillow ...

Synopsis Praise for "*Chocolates on the Pillow Aren't Enough*" - "Jonathan recognizes that in today's Internet-fed, savvy-consumer world, it is the people-to-people connections, regardless of price point, that differentiate a customer's experience.

Chocolates on the Pillow Aren't Enough: Reinventing The ...

The Mayfair's manager heard about the chocolate gambit, likely because a hotel staffer had to procure the chocolates and lay them out. The manager liked the idea so much that he made a chocolate on the pillow upon arrival one of the hotel's many standard amenities.

Why Hotels Put a Chocolate On Your Pillow | HuffPost Life

Praise for *Chocolates on the Pillow Aren't Enough* Jonathan recognizes that in today's Internet-fed, savvy-consumer world, it is the people-to-people connections, regardless of price point, that differentiate a customer's experience. Gimmicks come and go, but without sincere and caring people delivering the overall experience, from start to ...

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Chocolates on the pillow aren't enough : reinventing the customer experience. [Jonathan M Tisch] -- "Blending thought-provoking ideas with down-to-earth advice, this book reveals why creating an intimate, positive, and long-lasting connection with customers is the key to success for the ...

Chocolates on the pillow aren't enough : reinventing the ...

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Chocolates on the Pillow Aren't Enough: Reinventing the Customer Experience Jonathan M. Tisch, Author, Karl Weber, With John Wiley & Sons \$26.95 (256p) ISBN 978-0-470-04355-4. More By and About ...

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