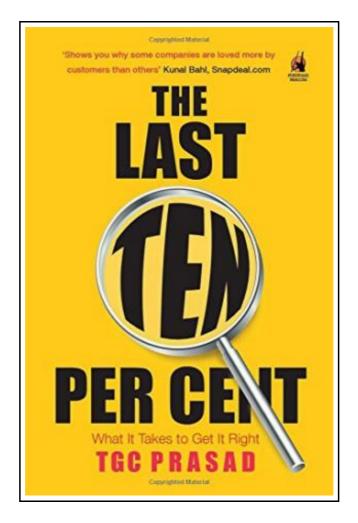
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Reviews

Thorough information! Its such a excellent read. It is really simplistic but unexpected situations within the fifty percent of your pdf. Once you begin to read the book, it is extremely difficult to leave it before concluding.

(Johnathon Moore)

LAST TEN PER CENT: THE ART OF COMPLETING THINGS



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Penguin Books India Pvt. Ltd., Delhi, India, 2014. Softcover. Book Condition: New. Only too often, we falter when it comes to completing a task properly and on time. It is the last 10 per cent that seems to elude us-and this usually results in a negative customer experience. But then some companies - Walmart, Starbucks, nestle and southwest airlines, to name a few-are far ahead of the curve-they have customers at the heart of whatever they do. What do these companies do that sets them apart? They genuinely believe in delivering a great customer experience, the thinking that accompanies this belief makes all the difference. The last ten per cent shows us how to go that extra mile. Printed Pages: 240.



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