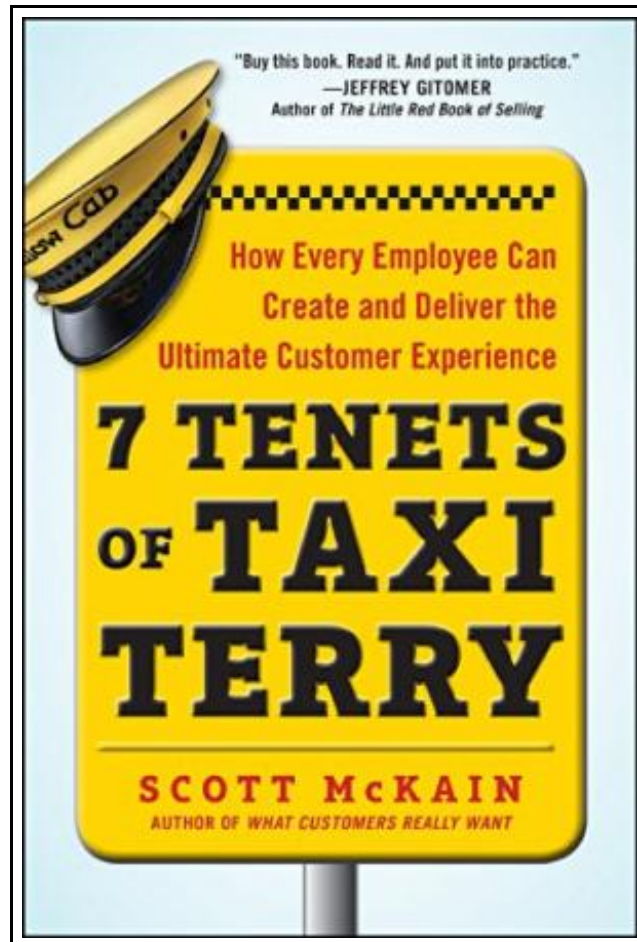# 7 Tenets of Taxi Terry: How Every Employee Can Create and Deliver the Ultimate Customer Experience



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## Reviews

*A very amazing book with perfect and lucid answers. it absolutely was written quite flawlessly and useful. I am just easily will get a satisfaction of reading a created publication.*
*(Pearl Turcotte)*

# 7 TENETS OF TAXI TERRY: HOW EVERY EMPLOYEE CAN CREATE AND DELIVER THE ULTIMATE CUSTOMER EXPERIENCE

McGraw-Hill Education - Europe. Hardback. Book Condition: new. BRAND NEW, 7 Tenets of Taxi Terry: How Every Employee Can Create and Deliver the Ultimate Customer Experience, Scott McKain, This book is inspired by the ideas and insight of Taxi Terry. This is the best guide to customer service you will ever read no matter who you are, what you do, where you work, or how much money you make, you can learn a lot from a cab driver - especially when it is Taxi Terry, a successful self-starting entrepreneur who combines passion with effort and skill to create distinction in his job and in his life. Bestselling author and Hall of Fame speaker Scott McKain was so impressed by Terry's joyful approach to customer service, he incorporated the driver's inspiring personal philosophy and uplifting advice into his business speeches at corporate events - with stunning success. These are the 7 Tenets of Taxi Terry: Set high expectations - then, exceed them! Delivering what helps the customer .helps you. Customers are people - so, personalize the experience. Think logically - then act creatively and consistently. Make the customer the star of your show! Help your customers to come back for more. Creating joy for your customer will make your work - and life - more joyful! If you want to be more than just a job title, Taxi Terry will inspire you to be better at what you do and become the best in your field. You'll find step-by-step strategies for each of the seven tenets, with actionable solutions that can be applied to an endless range of workplace problems. Also, with a special focus on "internal customers" - the people you rely on every day within your own company - the book addresses one of the most destructive issues in...

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