

“Service Still Speaks: A Constant in a Changing World”

ABOUT THE BOOK:

A quick read, grab & go guide featuring universal, winning service stories, valuable tips & proven techniques. Author Stephanie Leese Emrich remarks that this book was “written for all industries, grounded in hospitality.”



Release Date: June 8, 2021

Printed in the United States of America

ISBN: 978-163944869-2

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KEY TOPICS:

Value proposition for Service in business today
7 Elements of the Customer Experience including:

- Authenticity
- Empathy
- Initiative

Diversity, Equity and Inclusion

Challenging Customer Experiences

The Thank You Note

Empowerment

ServiceSpeaks' Tips to the Wise



ABOUT THE AUTHOR

Stephanie Leese Emrich's enthusiasm for service is evident as Founder + Chief Executive Officer of Service-Speaks Solutions. Stephanie educates, speaks and consults on the Customer Experience. With years as a Les Clefs d'Or Concierge, college professor and global consultant, Stephanie's book "Service Still Speaks: A Constant in a Changing World" is receiving international acclaim.

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