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Disney Editions. Hardcover. Book Condition: New. Hardcover. 224 pages. Dimensions: 9.0in. x 6.2in. x 0.9in. Exceeding expectations rather than simply satisfying them is the cornerstone of the Disney approach to customer service. Now, in honor of the tenth anniversary of the original Be Our Guest, Disney Institute, which specializes in helping professionals see new possibilities through concepts not found in the typical workplace, is revealing even more of the business behind the magic of quality service. During the last twenty-five years,...

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- Authored by Theodore Kinni
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