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A Look at The Customer Rules by Lee Cockerell Capturing ...

This review of The Customer Rules by Lee Cockerell is part of a Magical Blogorail sponsored campaign. Former Executive Vice President of Operations at Walt Disney World Resort, Lee Cockerell, shares his 39 Essential Rules for Delivering Sensational Service in his latest book The Customer Rules.

The Customer Rules: The 39 Essential Rules for Delivering ...

The Customer Rules: The 39 Essential Rules for Delivering Sensational Service by Lee Cockerell presents the former Disney executive's thoughts on providing excellent customer service. Cockerell provides 39 separate short chapters that are easy to read and digest for those wanting to know more about superior customer service. Cockerell's chapters generally focus on relationship building.

The Customer Rules (Audiobook) by Lee Cockerell | Audible.com

The former EVP of Walt Disney World shares indispensable rules for serving customers with consistency, efficiency, creativity, sincerity, and excellence. Lee Cockerell knows that success in business - any business - depends upon winning and keeping customers.

The Customer Rules by Lee Cockerell - Penguin Random House

About The Customer Rules. The former Executive Vice President of Walt Disney World shares indispensable Rules

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So I embarked on my second book, The Customer Rules, because every person in every company needs to know the Rules if they want to win. If you think about people first, the profits will surely follow.

Lee Cockerell - "Creating Magic"

Filmed at the Caserma Ederle Post Chapel Nov. 17, 2016.

Lee Cockerell Quotes (Author of Creating Magic)

35 quotes from Lee Cockerell: 'a workplace can look as diverse as the United Nations, but if the employees are not truly respected, not truly valued, not truly involved, and not truly treated with dignity, what you have is a great photo opportunity, not real inclusion.'; 'You either pay now or pay later with just about every decision you make'

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Creating Disney Magic Where The Customer Rules - Lee Cockerell

Lee Cockerell says you better listen to your mother. As the retired executive vice president of Disney World Cockerell is convinced that mothers teach us all we need to know about how to treat people.

The Customer Rules: The 39 Essential Rules for Delivering ...

Lee Cockerell is the author of Creating Magic: 10 Common Sense Leadership Strategies from a Life at Disney, among others. He is the former Executive Vice President of Operations of Walt Disney World and has held executive positions at Hilton Hotels and Marriott.

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