
Deliver the vision plus one percent

Talking with your staff about applying customer service

The third point in Raving Fans focuses on the importance of delivering great customer service consistently and flexibly.

Here are my ideas for discussion topics with your team during pre-session.

"To start with limit th

The rule of one percent reminds me that all I have to do is to improve by one percent. That I can do. (p 117)

How will we determine throughout the year what areas our parents will want improved next so we are addressing a one percent change but then continuing to