

Legendary Service The Key Is To Care

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Research shows customers keep coming back because of the way the organization's frontline employees make them feel. In characteristic Blanchard style, *Legendary Service: The Key is to Care* is a parable—a quick and entertaining read. But its lessons, when applied, can have a profound impact on the service experience your customers will receive.

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In *Legendary Service*, Ken Blanchard, Kathy Cuff, and Vicki Halse explain that these kinds of scenarios make or break a business in today's society. We've come to expect top-notch service in everything. For business owners, delivering on that great of an expectation has become a universal indicator of integrity.

Your Guide To Delivering Legendary Service: the ICARE Model

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Key ideas in this title *Legendary service* is all about building relationships that promote business success. “I” stands for ideal service – begin by asking yourself, how you can meet your customers’ needs? “C” stands for culture of service. Work to foster an environment focused on customer needs. “A” stands for attentiveness.

Legendary Service by Ken Blanchard, Kathy Cuff and Vicki ...

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