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## Five Star Service: How to deliver exceptional customer service

*Michael Heppell*

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From the Back Cover  
Michael Heppell is the ultimate service guru. Jonathan Raggett, MD Red Carnation Hotels Hotelier of the Year. At Boodles customer service is everything. This book is compulsive and compulsory reading for our staff. Michael Wainwright, Managing Director, Boodles has such an authentic and effective voice in teaching people to improve lives by providing richer service. He is clear, convincing, and completely on your side at every step along the way. Danny Meyer, CEO, Union Square Hospitality Group and author, *Setting the Table*. Create those magic moments that will get you noticed, remembered, referred and reviewed. Tens of thousands of individuals and companies across the world are already using Michael Heppell's high impact, low investment tips and tricks to get their customers raving about their service and coming back for more. Nail the competitive edge that will knock out your customers and make your business stand out from the crowd. Watch as your positive reviews, rankings and reputation skyrocket. Discover how, with even the smallest of budgets you can: Delight your customers every time and keep them coming back. Win ever more customers without spending a fortune. Get repeat orders and referrals from everyone you encounter. Boost your profile, ranking and star-rating on online review sites. Convert more enquiries into cash. In this third edition you'll find over a dozen of Michael's brand new, best-ever techniques as well as all the winning strategies and case studies that have already made this one of the UK's most in-demand guides to first-class customer service. 5 Star Service is what every business needs to succeed. This easy to read and even easier to use guide will show you how you can do it – brilliantly! About the Author Michael Heppell is one of the UK's top motivational trainers. His programmes on *Brilliance* and *5-Star Service* have been attended by tens of thousands of individuals and used by many hundreds of companies across the UK and overseas as a way to motivate individuals to be all they can be. His current clients include major blue chip companies, high street retailers and Government bodies, plus individuals.