

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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Your Guide To Delivering Legendary Service: the ICARE Model

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