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The New Gold Standard is one of the best books I've read on management and customer service. While distilling an incredible amount of great information, it also ignites your mind to create new, exciting ideas for your own circumstances.

The New Gold Standard: 5 Leadership Principles for ...

The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company Joseph A. Michelli (Narrator, Author), Tom Parks (Narrator), Brilliance Audio (Publisher)

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The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company [Joseph Michelli] on Amazon.com. *FREE* shipping on qualifying offers. Discover the secrets of world-class leadership! When it comes to refined service and exquisite hospitality

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The New Gold Standard Free Summary by Joseph Michelli

In his new book, The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of The Ritz-Carlton Hotel Company, Joseph Michelli delves into the principles behind the hotel chain's success, holding the company up as a model for any business interested in achieving a new “gold standard” of quality and customer loyalty.

The new gold standard : 5 leadership principles for ...

The New Gold Standard takes you on an exclusive tour behind the scenes of The Ritz-Carlton. With access to the company's executives, staff, and award-winning Leadership Center's training facilities, bestselling author Joseph Michelli explored every level of leadership within the organization.

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The New Gold Standard : 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company by Joseph A. Michelli (2008, Hardcover) 2 product ratings 5.0 average based on 2 product ratings

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