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The Business Edge

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October 23rd 2013: **Developing a Service Culture While Saving Money**

Rolling stones develop no moss but the best companies develop a service culture. Our guest tonight is John Tschohl, president of Service Quality Institute. He will help us learn what developing a service culture means, what your company needs to know before they start, what programs to put in place to continue advancing your company's service culture, how to involve your employees generate good ideas to solve problems, and how to utilize your them to save your company a dollar a day, per employee, without you even noticing. John will also give ideas on how we create our own success and motivat

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Featured Guest



John Tschohl

John Tschohl is called the "Guru of customer service" by USA Today, Time and Entrepreneur magazines. He is a best-selling author and internationally recognized service strategist and president of Service Quality Institute. For the last 31 years, he has solely focused on helping organizations drive a service culture and create a customer experience through his technology built on practicality, simplicity and common sense. With his credibility and focus on empowerment, he understands what drives success and has the ability to communicate these principles to top executives as well as their workforce. Featured on major television shows from Good Morning America, CNBC and PBS to USA Today's cover

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