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The Business Elevation Show with Chris Cooper - Be More. Achieve More Friday at 8 AM Pacific

February 07th 2014: The Art of Customer Experience over Coffee with guest Joseph O'Hara of Ristretto

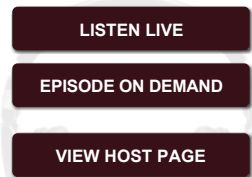
Do your customers tell their friends about their tremendous experience of your service? In an era when experiences can be shared at the click of a button to huge audiences, customer experience can quite literally lead to rapid growth or even brand desertion. So how do you give people an experience that they (and their connections) want to return to again and again? I was recently discussing customer experience with Joseph O'Hara the Managing Director of Ristretto, Alchemy Coffee and Alchemy Cafes over a drink in his coffee shop and realized that at the core of the success of his business was c

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Featured Guest



Joseph O'Hara

Joseph O'Hara, Managing Director Ristretto/Alchemy Coffee/Alchemy Cafes After completing his Bachelor of Engineering degree, Joe spent a number of years working as an engineer in the oil and gas sector, in both training and design/construction roles around the world – including Australia, the UK, Norway and the US.

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