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Kenneth H. Blanchard



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Customer service is the single most pressing problem for business managers and people in any service or sales operation especially at the retail level In fact many experts believe that you build a business from the customer up In Customer Mania Ken Blanchard one of America s biggest bestselling authors and inspiring business leaders writes of the key to customer service creating a people oriented performance driven customer first organization Along with coauthors Jim Ballard and Fred Finch Blanchard explains why the customer is the right starting place from which to build a successful business By drawing on examples from the world s largest restaurant company Yum owner of KFC Taco Bell Pizza Hut Long John Silver s and A W Restaurants the authors explain how any company large or small can develop a unified people first customer oriented culture

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