

"Clarifies what's wrong and right about customer service in America."

—Kenneth Blanchard, Ph.D.,
co-author of *The One Minute Manager*

THE SERVICE EDGE

101 Companies
That Profit from
Customer Care

by **RON ZEMKE** Co-author of *SERVICE AMERICA*
with **DICK SCHAAF**

Foreword by **TOM PETERS**

Service Edge 101 Companies That Profit From Customer Care

David Baud



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