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In The Customer Rules: The 39 Essential Rules for Delivering Sensational Service you will find the chapters to be short and practical. The information is important and significant. The customer service concepts can make you money and provide you with loyal customers.

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Former Executive Vice President of Operations at Walt Disney World Resort, Lee Cockerell, shares his 39 Essential Rules for Delivering Sensational Service in his latest book The Customer Rules. And if you want more from Lee Cockerell check out his first book Creating The Magic: 10 Common Sense Leadership Strategies from a Life a Disney.

A Look at The Customer Rules by Lee Cockerell

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