FOREWORD BY

TONY HSIEH, CEO OF ZAPPOS.COM

2ND EDITION

# EXCEPTIONAL CUSTOMER SERVICE

EXCEED CUSTOMER
EXPECTATIONS TO BUILD
LOYALTY & BOOST PROFITS

2ND EDITION

FORD, McNAJR, AND PERRY



LISA FORD, DAVID McNAIR, AND WILLIAM PERRY

**Shu Chen Hou** 

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