

The Ritz-Carlton Leadership Center

Strengthening your business
is our pleasure.



**RADAR ON-ANTENNA UP...
FULFILLING CUSTOMERS
UNEXPRESSED WISHES**

RADAR ON-ANTENNA UP...FULFILLING CUSTOMERS **UNEXPRESSED WISHES**

This seminar was written specifically for employees or managers, who deal with customers that are use to the best of everything and are hard to “wow”. Topics include:

- Legendary Service does not have to cost a lot of money
- The three steps of service
- Olympics-gold vs. silver
- Radar on and antenna up
- Fulfilling unexpressed wishes?
- Wow stories
- Happy customers do spend more money
- Loyalty leads to forgiveness
- Tips to connect
- Consistency is key
- Ordinary people doing ordinary things extraordinarily well