



Performance Enhancers : Twenty Essential Habits for Service Businesses

Vincent Magnini



If you want your company to develop effective service habits and a great return on quality [ROQ], then I suggest you read Vines book! I know our team will! Richard Danker Co-Founder Glory Days Grill Vince presents a real-world map that outlines a clear path for progressive leaders to guide their organizations to the highest levels of performance. His message is extremely relevant throughout todays service industries. Each habit illustrated by Vince reflects tangible and effective strategies that managers at every level can incorporate into their practice. Tracy Feiertag, MS, DHA Administrative Director, Emergency Medicine Northshore Long Island Jewish Health System, Lenox Hill Hospital Synthesizing cutting-edge research, Performance Enhancers: 20 Essential Habits for Service Firms offers those competing in the service sector guidance on how to attain a higher level of success. Some of the habits presented in the book have more of an internal focus and some have more of an external business environment focus, yet all have a unifying theme: they are not commonly practiced in the service sector but will bolster performance if practiced.

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