



Uplifting Service: The Proven Path to Delighting Your Customers, Colleagues, and Everyone Else You Meet

By Ron Kaufman



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New York Times Bestseller Uplifting Service: The Proven Path to Delighting Your Customers, Colleagues, and Everyone Else You Meet

We are deep in a service crisis. In the operating room, surgeons and their teams communicate in a very precise language; airplane pilots follow a strict protocol to take off and land safely every time; and, when launching a new product, companies lay out a plan that all employees follow. But when it comes to building a strong service culture, the path to success is usually much less clear. We relegate service to a single department guided by anecdotal wisdom and less-than-helpful clichés like “the customer is always right.”

With global economies transforming at record speed, we are largely unprepared for the service demands we face day and night from around the world. We promise our customers satisfaction and then allow internal politics and inefficient methods to frustrate our ability to deliver. With service so much a part of our daily lives, both in and outside the workplace, why aren't we doing it better?

New York Times bestselling author Ron Kaufman knows the answer to this question, and not only believes we can do it better, but shows us how. In *Uplifting Service* he takes you on a journey into a new world of service that is guided by fundamental principles and actionable models. After more than two decades helping leaders transform their service cultures, Kaufman has discovered that while each successful team is different, the architecture they apply to build an uplifting service culture is the same.

In this *New York Times*, *USA Today*, and Amazon.com bestselling book, Kaufman lays out the steps you can take to build a sustainable culture that delivers outstanding service every day. He offers the tools and practices that have been proven effective in businesses, governments, communities, and homes; on every continent; and in many languages. Through perspective-changing insights and case studies, you will learn how the world's best performing companies have changed the game through service—and how you too can follow this proven path to an uplifting transformation.

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Editorial Review

Review

"Ron Kaufman has pinpointed a massive wound in society, and offers a strategy on how to uplift the world around us. For mankind, it's transformational. For business, it's a clean and clear path to a sustainable competitive advantage. This book is long overdue, and will certainly create a legendary shift." --**Thomas Moran**, Director, Customer and Partner Experience, Microsoft Operations

"*Uplifting Service* is a much needed breath of fresh air for our troubled times. Service authority Ron Kaufman has distilled his global perspective into a blue print for delighting customers. This is a critical skill now that social media has amplified customer's voices many times over. If you have customers you must read this now." --**Stephen M. R. Covey and Greg Link**, Bestselling Authors of *Smart Trust*

"Read this book, apply the steps. Watch your culture transform and your perspective on service change forever. Ron Kaufman has unlocked the mystery of service. Get ready for a magnificent journey into a new world." --**Marshall Goldsmith**, Bestselling Author of *What Got You Here Won't Get You There*

"Uplifting Service gets to the bottom of what every great business should be, and then uplifts it. Ron's message is timely and the architecture he provides for building a service culture is timeless. This is a necessary book for every business." --**Ann Rhodes**, Executive Vice President of Jet Blue and Bestselling Author of *Built on Values*

"*Uplifting Service* is one book every leader must read and every service provider should embrace as their guide. Read it, apply it, and then recommend your customers read it. This book will immediately elevate the value of your relationships. I have witnessed and walked on this proven path and have seen the results that follow. Now is the right time for you and your customers to experience this uplifting transformation as well." --**Jagdish Ramaswamy**, Chief Quality Officer, Wipro

"When it comes to delivering world class service, Ron Kaufman understands two things. First, providing exemplary service is an organization-wide, all hands process, not just smiles over the phone or isolated heroics. Second, he understands how to help organizations internalize this service paradigm until it becomes part of their DNA and their customer loyalty soars. In *Uplifting Service*, Ron provides a proven and practical roadmap for making this happen." --**Richard Whiteley**, Bestselling Author of *Customer Driven Growth*

"*Uplifting Service* reveals the 'big picture' and the power of service today. Ron Kaufman gives every company the tools to build a client base of Raving Fans!" --**Ken Blanchard**, *New York Times* Bestselling Author of *The One Minute Manager and Gung Ho!*

"I've seen the corporate landscape evolve. And I've seen many aspects remain static - unchanged but not unchangeable. Ron Kaufman shows us how we can evolve with his book, *Uplifting Service*. This is the ultimate goal: to elevate and rise above yesterday." --**Warren Bennis**, Bestselling Author of *Still Surprised: Memoir of a Life in Leadership*

"In *Uplifting Service*, Ron Kaufman convincingly reveals why the right kind of service can transform your business, and he also provides a detailed and easy-to-follow blueprint. Every CEO, manager and employee who provides service to others should not only read this book, but use it as an ongoing reference." --**Adrian**

Gostick and Chester Elton, Bestselling Authors of *The Carrot Principle and All In*

About the Author

Ron Kaufman, the founder of UP! Your Service, is the world's premiere thought-leader, educator, and motivator for uplifting customer service and building service cultures.

Ron is a columnist at *Bloomberg Businessweek* and he has been featured in *The Wall Street Journal*, *The New York Times*, and *USA Today*. With powerful insights from working with clients all over the world in every major industry for more than two decades, Ron is an inspiration to leaders and managers in his high-content, high-energy speeches and impactful, interactive workshops. He is rated one of the world's Top 25 Who's Hot speakers by *Speaker Magazine*. Ron is passionately committed to uplifting the spirit of service worldwide.

Users Review

From reader reviews:

Mary Alejandro:

This book untitled Uplifting Service: The Proven Path to Delighting Your Customers, Colleagues, and Everyone Else You Meet to be one of several books in which best seller in this year, honestly, that is because when you read this book you can get a lot of benefit upon it. You will easily to buy this book in the book retailer or you can order it by using online. The publisher on this book sells the e-book too. It makes you quicker to read this book, as you can read this book in your Mobile phone. So there is no reason for you to past this book from your list.

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