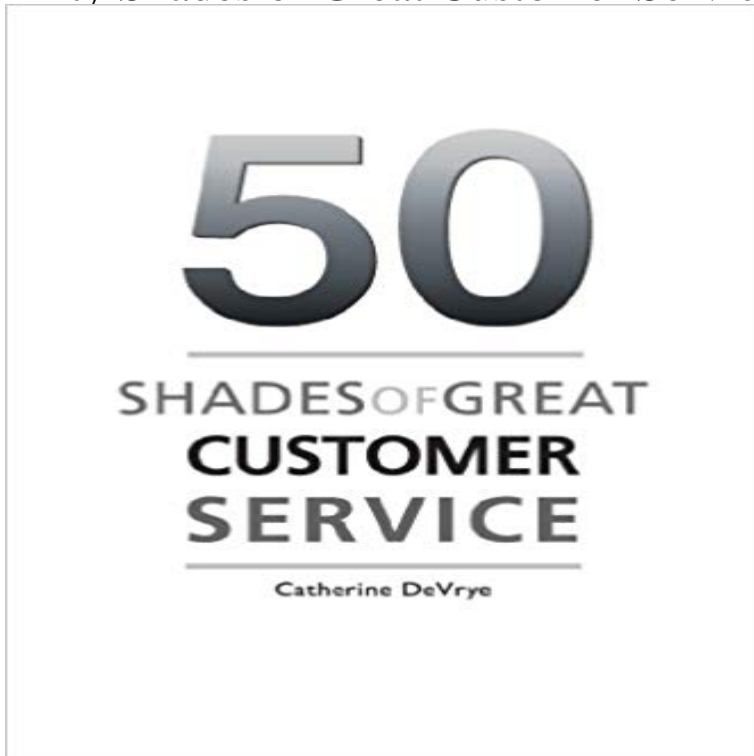


Fifty Shades of Great Customer Service



Lets face itCustomer service isnt the sexiest topic and best-selling non-fiction author, Catherine DeVrye admits her new title-50 Shades of Great Customer Service-is a cheeky play on words of the mega-selling novel, Fifty Shades of Grey. She confesses being a tad envious of the erotica author who sold 40 million books; whereas DeVryes #1 best-seller in Australia-Good Service is Good Business-was only translated into a handful of languages.Fifty Shades of Great Customer Service may be regarded by some as flippant, politically incorrect or potentially dent her reputation as a respectable business author, but shes willing to take that risk in order to share her passion for customer service with the widest possible audience. After all, sustainable customer service isnt about one night stands; but rather about establishing long term relationships, based on mutual trust. As the author of 7 serious, strategic and substantial books in the past, whos spoken to audiences on 5 continents, DeVrye knows that it is difficult for leaders within organizations to keep their team continually motivated to deliver quality customer service. Thats why shes compiled a simple collection of her favorite motivational quotes to help your team be more consistently focused on service excellence. It contains timely and timeless inspirational quotes to serve as weekly, front of mind reminders that it is the actual customer who ultimately pays our wages.

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