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The Apple Experience: Secrets to Building Insanely Great ...

The Apple Experience is an insanely great case study on customer service. The steps to build a better business model by making your customers happy are laid out in a simple and straightforward manner and a constant stream of real world examples bring these concepts to life.

?The Apple Experience: Secrets to Building Insanely Great ...

"The most important component to the Apple

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experience is that the staff isn't focused on selling stuff. It's focused on building relationships and trying to make people's lives better." ? Carmin Gallo, The Apple Experience: Secrets to Building Insanely Great Customer Loyalty.

The Apple Experience: Secrets to Building Insanely Great ...

The Apple Experience: Secrets to Insanely Great Customer Loyalty. The Apple Store is the most profitable retailer on the planet. It boasts the highest revenue per square foot of any retail store, averages more than

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20,000 visitors a week and consistently earns accolades for its customer service.

How The Apple Store Creates Irresistible Customer Experiences

The Apple Experience reveals the secrets to the pioneering brand's unparalleled success during one of the most difficult retail environments in decades. A global expert on the business methods of Steve Jobs, Carmin Gallo uncovers the five steps of service that the company's customer-facing employees follow in Apple Stores to engage customers.

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The Apple Experience Quotes by Carmine Gallo

Carmin Gallo, communications coach and author of "The Apple Experience: Secrets to Building Insanely Great Customer Loyalty," has put together a presentation detailing the secrets of the Apple...

The Apple Experience: Secrets to Building Insanely Great Customer Loyalty

He is a popular keynote speaker and author of several books, including the international bestseller The Presentation Secrets of Steve Jobs. His new book is The Apple Experience: Secrets to ...

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Carmine Gallo - The Apple Experience

How The Apple Store Creates Irresistible Customer Experiences . . . and that's the Apple Store's secret sauce. . . . In my experience, when a company implements steps of service consistently . . .

The Apple Experience: Secrets to Building Insanely Great . . .

With The Apple Experience, you can improve the return on your investment in retail by adding real value to every customer interaction. Better still, any business that

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deals with people--employees or customers--can adopt the techniques to achieve Apple-like market dominance by enriching lives, building loyalty, and reimagining the customer experience.

Enrich Lives: Reinvent Your Business The Apple Store Way

The Apple Experience Secrets to Building Insanely Great Customer Loyalty by Carmine Gallo

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The Apple Experience: Secrets to building insanely great ...

The Apple Store experience is all about enriching your life and building a loyal

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customer. When you enrich lives it means you empower your employees to do what is right for the customer without fear of reprimand from the boss.

The Apple Experience: Secrets to Building Insanely Great ...

Apple Store employees won't do all of the work for you, but they will help. If you ordered a new laptop, have it shipped to the Apple Store. When it arrives, take your old laptop with you to the store. Ideally, you'll also bring along the external drive you've used to back up your files.

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The Secrets Of The Apple Store's Success - Business Insider

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Insanely Great ...

The Apple Experience is the first book to lift the curtain behind Apple's stunning success in the area of customer service and to show anyone how to run any business the Apple way. Carmin Gallo, author of the international bestsellers The Presentation Secrets of Steve Jobs and The Innovation Secrets of Steve Jobs, ...

5 Steps to Building Insanely Great Customer Loyalty

The Apple experience is the best modern-day example of all three pillars. Carmin's book

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will help you understand and implement the same kind of world-class experience."

10 Secrets of the Apple Store - Kiplinger

The Apple experience is the best modern-day example of all three pillars. Carmine's book will help you understand and implement the same kind of world-class experience." --Guy Kawasaki, author of *Enchantment: The Art of Changing Hearts, Minds, and Actions* and former chief evangelist of Apple

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With The Apple Experience, you can improve the return on your investment in retail by adding real value to every customer interaction. Better still, any business that deals with people—employees or customers—can adopt the techniques to achieve Apple-like market dominance by enriching lives, building loyalty, and reimagining the customer experience.

Secrets to Building Insanely Great ... - The Apple Experience

The Apple experience is the best modern-day example of all three pillars. Carmine's book

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will help you understand and implement the same kind of world-class experience."--Guy Kawasaki, author of Enchantment and former chief evangelist of Apple "Carmine Gallo explains beautifully and simply just what makes the Apple retail experience so successful.

Amazon.com: The Apple Experience: Secrets to Building ...

Learn to Enrich Lives, Build Loyalty, and Reimagine Customer Service "The Apple Experience isn't just for retailers. It applies to any business that involves people.

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At its core, this book is not about Apple. It's about delivering the best experience possible.

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