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EXCEPTIONAL SERVICE

EXCEPTIONAL PROFIT



THE SECRETS OF BUILDING
A FIVE-STAR CUSTOMER
SERVICE ORGANIZATION

LEONARDO INGHILLERI | MICAH SOLOMON

Foreword by Ward Scholze, Chairman and CEO, The Westin Hotels Group,
President and COO (retired), The Ritz-Carlton Hotel Company

Exceptional Service Exceptional Profit

Leonardo Inghilleri, Micah Solomon



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