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The framework of Michelli's narrative is based on Ritz-Carlton's five principles that any organization (regardless of its size or nature) can establish and then sustain, creating a "gold standard" of its own: define core values and refine by leveraging continuous improvement; empower people with authority as well as responsibility through trust in their ability and eagerness to live The Motto; "It's not about you" (i.e. focus on serving associates as well as guests); deliver WOW!

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"Malcolm Baldrige National Quality Award evaluation process," — Joseph A. Michelli, The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company

The New Gold Standard Quotes by Joseph A. Michelli

The book review for this week is The New Gold Standard by Joseph A. Michelli Michelli provides a very detailed history and study of the Ritz Carlton business. The book documents the culture, business practices and the five leadership principles of the Ritz Carlton; Define and Refine Empower through Trust It's Not about You Deliver "Wow!"

The New Gold Standard - Thinking Business

The New Gold Standard 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of The Ritz-Carlton Hotel Company 2. Meeting Objective To help your team realize the importance of providing exceptional customer service, and five leadership principles that can lead to effective and first class service that makes a difference. 3.

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The New Gold Standard : 5 Leadership Principles for ...

New Gold Standard, The: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company by Joseph A. Michelli (Read by) , Tom Parks (Read by) Joseph A. Michelli

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