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developed from analyses of numerous successful service organizations, puts "hard" values on "soft" measures. Thu, 11 May 2017 10:47:00 GMT Service-Profit Chain (PowerPoint) - FleveryPro Document - Putting the Service-Profit Chain to Work by James L. Heskett, Thomas O. Jones, Gary W. Loveman, W. Earl Sasser, Jr., and Leonard A. Schlesinger Editor's Note: This article sets out a simple, elegant, and ultimately tough-minded way to build profitability in a service business. Originally published in 1994, it offers as much today as it did then and is a perennial best seller. Wed, 31 Aug 2016 17:20:00 GMT Putting the Service-Profit Chain to Work - Harvard ... - Arby's and Chick-Fil-A have both attributed some of their recent success to keeping employee satisfaction up. Driving improvements in the service-profit chain Your employees are an important link in the service-profit chain, and they're at the heart of the customer experience . Thu, 01 Nov 2018 00:08:00 GMT How employee satisfaction drives the service-profit chain ... - The service profit chain dissects the levers that translate good service into profitability. The outcome of quantifying and understanding these levers for the companies that have done it is an ... Fri, 09 Nov

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