



The Loyalty Factor

Dianne Durkin

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Though it may not be obvious, customer satisfaction and brand loyalty are directly connected to the passion and energy of an organization's employees. In The Loyalty Advantage, readers will learn how to create a loyalty-driven company and how to direct company culture and leadership to develop widespread employee enthusiasm. The book demonstrates how in-house dedication to employees translates naturally into superior customer service, which then creates brand loyalty. Filled with practical tips and proven strategies, the book shows readers how to: * create an environment that inspires passion for the brand and company loyalty * encourage employees to help craft and become invested in the company's vision and values * translate organizational values into superior products, customer service, and corporate profits. Using proven methods, The Loyalty Advantage shows how to create allegiance and translate it into bottom-line results.



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Tiara Garcia:

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