

## AMAZE EVERY CUSTOMER EVERY TIME%0A

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**Amaze Every Customer Every Time - Shep Hyken**  
At Zappos, we aim to deliver WOW through service. This book illustrates how important it is to WOW and AMAZE Every Customer Every Time! Tony Hsieh, New York Times bestselling author of Delivering Happiness and CEO of Zappos.com, Inc.

Hyken INT 03-08-13 - Amaze Every Customer Every Time

This is a preview of Amaze Every Customer Every Time and includes excerpts that include the first two chapters, five of the 52 Tools taught throughout the book and more.

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