

WHO KIDNAPPED EXCELLENCE



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Read Who Kidnapped Excellence? Share it with everybody at work and at home, enjoy the story, and be ready to practice what you learn about yourself and how you can continually bring excellence into your life and the organizations to which you belong.

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It turns out that team Excellence has been kidnapped by team Average. Through personification, the book identifies 5 core elements of customer service excellence: passion, competency, flexibility, communication, and ownership.

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In Who Kidnapped Excellence?, Excellence gets kidnapped at Gorman-Scott Inc. and is replaced by Average, who is a makeup artist. Interestingly, months go by before Leadership recognizes the change. Interestingly, months go by before Leadership recognizes the change.

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And who is the culprit? Has Average kidnapped Excellence and replaced Excellence's team with his own: N. Different, N. Ept, N. Flexible, Miss Communication, and Poser? A mysterious ransom note sparks a struggle between Average and Excellence. Integrated into this story of organizational excellence is a personal story of Dave, a delivery man.

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It is Average who has kidnapped Excellence and replaced Excellence's team with his own: N. Different, N. Ept, N. Flexible, Miss Communication, and Poser. But a mysterious ransom note sparks a struggle between Average and Excellence.

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The audiobook begins with a crime being committed: Excellence (personified) has been kidnapped, and Leadership assembles Excellence's team (Passion, Flexibility, Communication, Competency, and

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The book begins with a crime being committed: Excellence (personified) has been kidnapped, and Leadership assembles Excellence's team (Passion, Flexibility, Communication, Competency, and Ownership) and challenges them to work together to get their Excellence back.

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Who Kidnapped Excellence? Most companies talk about excellence, but what does excellence really mean?

What specific attitudes and practices lead to excellence? Drawing on years of study and decades of experience, authors Harry Paul, John Britt, and Ed Jent have zeroed in on five core qualities of excellence.

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