



# El cliente pone las reglas (Gestión del conocimiento) (Spanish Edition)

*Lee Cockerell*

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Cada vez más es necesario brindar una calidad de servicio excelente si queremos que nuestra empresa o negocio siga subsistiendo, y es absolutamente imprescindible hacerlo si queremos crecer.

En este nuevo libro, Lee Cockerell sintetiza en 39 breves consejos toda una trayectoria profesional de decenas de años aprendidas fundamentalmente trabajando en los parques de atracciones de Disney, reconocidos por su calidad de atención a los visitantes.

Un libro sencillo que complementa a la perfección lo expuesto en *Ponga magia en su empresa*.

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