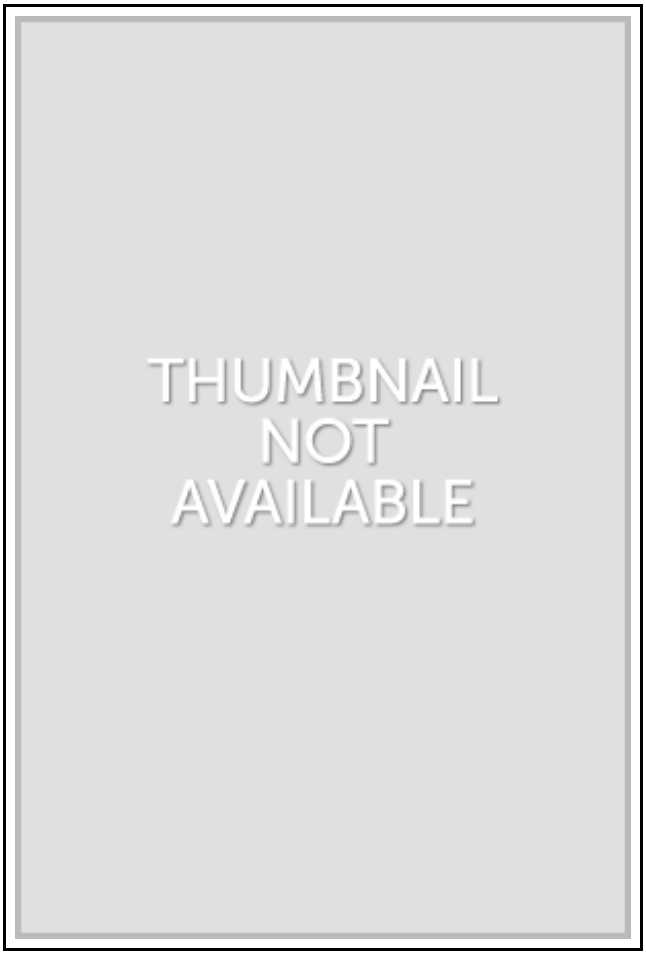
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JETIQUETTE.THE CUSTOMER EXPERIENCE AND YOU (PAPERBACK)

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iUniverse, United States, 2008. Paperback. Book Condition: New. 229 x 152 mm. Language: English . Brand New Book ***** Print on Demand *****.How do people in customer service adopt the frame of mind that allows them to provide exceptional service? It s called Jetiquette. At the age of nine, Gailen David dreamed of a career in the airline industry. Armed with a notebook, telephone and official Airline Guide he began booking travel for friends and family. With an unwavering confidence that this was his calling, he passionately devoured information about his dream career.Years later David realized his dream, becoming a flight attendant with American Airlines. But David s life long love affair with the travel industry was quickly tainted by toxic interactions that spread like a cancer to co-workers and the passengers he once attentively served. David s calling had become a yoke which trapped him in a downward spiral of defeat and despair. Crash landing on a therapist s couch, David was able to reclaim his childhood enthusiasm. In Creating High Altitude Customer Experiences, David shares his flight path from a surly, unhappy employee to a fulfilled, balanced life that is filled with positive interactions. Creating High Altitude Customer Experiences, is more than a book on finding career satisfaction but one that explores our craving for genuine interactions in an increasingly impersonal world. Readers will be inspired as they learn the power of emotional engagement at work and in life. David shares his secrets to making each day at work a confidence building success; making a positive difference in the lives of many.

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