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## What Others Are Saying

Vince presents a real-world map that outlines a clear path for progressive leaders to guide their organizations to the highest levels of performance.

His message is extremely relevant throughout today's service industries. Performance Enhancers Each habit illustrated by Vince reflects tangible and effective strategies that managers at every level can incorporate into their practice.

—Tracy Feiertag, MS, DHA

Performance Enhancers

Administrative Director, Emergency Medicine

Northshore Long Island Jewish Health System, Lenox Hill Hospital

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A concise and comprehensive read that encapsulates the essentials of a winning formula for the service industry today.

—Ralph L. Vick

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General Manager

The Ritz-Carlton Lodge, Reynolds Plantation

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This book places under a microscope the essentials in effectively managing service operations that are keenly focused on quality. Performance Enhancers Drawing from research that accurately models the reality of successful service operations, Vince provides a clear and detailed road map we should all follow paying dividends for years to come.

—John C. Crotts, Ph.D.

Professor of Hospitality and Tourism Management

College of Charleston, Charleston, South Carolina

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In *Performance Enhancers*, Vince uses his characteristically deep insights into the analysis and interpretation of data to offer real-world solutions to real-world challenges. It has practical and actionable advice where most other books on the topic just scratch the surface.

—Greg Kihlström  
VP of Strategy

Carousel30 Digital Agency

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An excellent guide to *gain* customer loyalty and *increase* customer satisfaction. A *must* read Performance Enhancers for everyone in the service industry.

—Mohit Gour

Performance Enhancers

Director, Global MR Services

Performance Enhancers

Issues & Answers Network Incorporated

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Individually, each of these habits has improved Performance Enhancers our business. But taken together, they've helped to make us significantly better and much more competitive.

—Paul Martin

President

Growing Earth Tree Care

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This book not only elevated the expectations we have for ourselves, our employees, and our business but also gave us the tools needed to achieve these expectations.

—Zach Toth and Chris Brown

Owners

Benny Marzanos LLC

Performance Enhancers

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*Performance Enhancers* succinctly delivers its message of key concepts to improve the performance of a business. In the engineering and construction business, frontline service is not always thought of as the first skill set that is sought out initially, Performance Enhancers but it most certainly is what brings clients back. Vince puts forward the concepts of frontline service, Performance Enhancers employee and customer attitudes, and marketing strategy in a manner that is clear and easy to implement into everyday action.

—Derek Brown

Deputy Operations Manager

Turner Construction Company

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Put simply, Vince's book hits that nail on the head. In a world where the competitive landscape changes by the minute, having a book focus you on the importance of what is right Performance Enhancers in front of you—the attitude and behavior of both your associates and your guests—is certainly time well spent.

—Paul Daly  
General Manager  
Hyatt Regency McCormick Place

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With twenty easy-to-read sections, Vince skillfully combines his academic, professional, and consulting experience to provide practical examples of how to improve service delivery and recovery. It is a must read for anyone in the industry trying to develop better habits and consistent service within their business.

—Tom Duetsch, M.ed, CCM  
General Manager  
Blacksburg Country Club

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If you want your company to develop effective service habits, and a great return Performance Enhancers on quality (ROQ), then I suggest you read Vince's book! I know our team will!

—Richard Danker

Cofounder

*Performance Enhancers*

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*“The Lord gave the word and great was the company of those who published it.”*

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