

From *Even Monkeys Fall From Trees*

Table of Contents

Note from the Author

Introduction

Part I: The Balance of Art and Science	1
1 The Balancing Act	5
2 Practicing The “Art” of Customer Service	15
3 Practicing The “Science” of Customer Service Setting Priorities the Disney Way	35
4 Assessing the "Culture" of Your Organization	51
Part II: You Gotta Have Attitude: The Seven Absolutes	
5 Attitude #1: Be Empathetic and Other-oriented	111
6 Attitude #2: Be Improvement Oriented	123
7 Attitude #3: Have a Determination to Please	133
8 Attitude #4: Have a Positive Attitude	139
9 Attitude #5: Have a Curiosity and Love of Learning	149
10 Attitude #6: Have an Ability to Anticipate and Take the Initiative	155
11 Attitude 7: Create an Environment of Team Care	173