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Praise for How You Do . . . What You Do Bob Livingston and I have been business associates and friends for more than 40 years. Bob's years as a senior executive with Lipton and as a consultant have given him the opportunity to observe many companies in their pursuit of Service Excellence.

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In this breakthrough book, customer service expert Bob Livingston gives you practical tools for transforming your approach to serving clients by strengthening how you do what you do. Whether you're a business leader, a client service executive, a sales manager, or an individual, you can differentiate yourself from competition by adopting Livingston's simple yet proven roadmap for achieving Service Excellence.

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Between the challenges of escalating competition, well-informed clients, and dismal customer service, today's marketplace is becoming more and more crowded. The result is that your clients have more influence and choices than ever before. If you or your organization do not consistently satisfy and

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