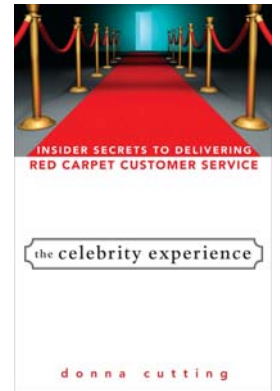


## The Celebrity Experience: Insider Secrets To Delivering Red Carpet Customer Service by Donna Cutting



### Suggested Questions

1. How did you develop the concept for The Celebrity Experience?
2. How would you describe the state of customer service today?
3. What can service providers learn from Hollywood about how to treat their customers?
4. How are companies who serve "regular" people becoming service stars and boosting their bottom lines?
5. What are some shared traits among red-carpet service providers?
6. Why bother going the extra mile and giving exceptional customer service?
7. How have Blogs changed the way people do business?
8. What do customers want from a service provider?
9. What can every individual employee do to give red-carpet service?
10. What are seven steps for getting started in giving customers The Celebrity Experience?
11. How can an entrepreneur on a budget give their customers The Celebrity Experience?
12. What are five red-carpet tips that can make you an A-list customer?