

A few of the Books we love and recommend

*This is a book EVERY small business owner should read, it lets us all know we are not alone as well as helping us to see the value of creating and managing systems and protocols.*

**E-Myth Revisited** – Michael Gerber [http://www.amazon.com/E-Myth-Revisited-Small-Businesses-About/dp/0887307280/ref=sr\\_1\\_1?s=books&ie=UTF8&qid=1369405674&sr=1-1&keywords=e-myth+revisited](http://www.amazon.com/E-Myth-Revisited-Small-Businesses-About/dp/0887307280/ref=sr_1_1?s=books&ie=UTF8&qid=1369405674&sr=1-1&keywords=e-myth+revisited)

*If you want to learn to get the BEST out of your people and become a more effective coach to your staff this is a MUST read, small but powerful in its message and direction.*

**Whale Done** – Ken Blanchard - [http://www.amazon.com/Whale-Done-Power-Positive-Relationships/dp/074323538X/ref=sr\\_1\\_1?s=books&ie=UTF8&qid=1369405782&sr=1-1&keywords=whale+done](http://www.amazon.com/Whale-Done-Power-Positive-Relationships/dp/074323538X/ref=sr_1_1?s=books&ie=UTF8&qid=1369405782&sr=1-1&keywords=whale+done)

*To help uncover peoples true strengths in your company, I also recommend utilizing this book/test as part of your hiring process*

**Now Discover your Strengths 2.0** – Tom Rath  
[http://www.amazon.com/StrengthsFinder-2-0-Tom-Rath/dp/159562015X/ref=pd\\_sim\\_b\\_3](http://www.amazon.com/StrengthsFinder-2-0-Tom-Rath/dp/159562015X/ref=pd_sim_b_3)

*If you are looking at getting your team on the same page and creating some new fun ways to make work a place that staff as well as guests enjoy coming I suggest everyone on the team reads one of these books. Great way to improve Morale and overall results (this is a FUN book for you and your team)*

**Fish – Fish Sticks – Fish Tales - Go Fish-Fishing for Life-**  
<http://www.amazon.com/Fish-Remarkable-Morale-Improve-Results/dp/0553528734>

Be Our Guest outlines proven Disney principles and processes for helping your organization focus its vision and align its people and infrastructure into a cohesive strategy that delivers on the promise of exceptional customer service.

**Be our Guest – Ted Kinni**  
[http://www.amazon.com/Be-Our-Guest-Ted-Kinni/dp/B00196SYES/ref=sr\\_1\\_2?s=books&ie=UTF8&qid=1369940880&sr=1-2&keywords=Be+our+Guest](http://www.amazon.com/Be-Our-Guest-Ted-Kinni/dp/B00196SYES/ref=sr_1_2?s=books&ie=UTF8&qid=1369940880&sr=1-2&keywords=Be+our+Guest)

John DiJulius does a brilliant job of articulating just how important it is to embark on your very own customer service revolution.

**Secret Service - John R. DiJulius III**  
[http://www.amazon.com/Secret-Service-Unforgettable-Customer-ebook/dp/B0014TU49I/ref=sr\\_1\\_3?s=books&ie=UTF8&qid=1369941017&sr=1-3&keywords=secret+service](http://www.amazon.com/Secret-Service-Unforgettable-Customer-ebook/dp/B0014TU49I/ref=sr_1_3?s=books&ie=UTF8&qid=1369941017&sr=1-3&keywords=secret+service)