



Winning at Service: Lessons from Service Leaders

Waldemar Schmidt, Gordon Adler, Els van Weering

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This book reveals the Secrets to Service Success by analyzing four service companies that grew from small beginnings to the leaders in their industries. Interviews with the four CEOs who guided the companies to their success reveal the three basic principles they all share. The CEOs interviewed are Thomas Berglund of Securitas and J. Philip Sorensen of Group4Falck, the world's two largest security companies, Francis Mackay of Compass plc and Pierre Bellon of Sodexo Alliance, the world's two largest food service companies.

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