



The Corporate Coach: How to Build a Team of Loyal Customers and Happy Employees

James B. Miller

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Jim Miller is famous for giving not just good service but legendary service. This is one of the reasons his company's sales have gone from \$50,000 to \$150,000,000 in twenty-five years. As founder and CEO of Miller Business Systems, he has built a reputation for being willing and able to do anything for his customers. But he is not just customer-oriented: He knows how to motivate his employees, and his upbeat, deeply personal approach to business is detailed in *The Corporate Coach*. Developed over twenty-five years of experience, Miller likens managing a company to coaching a team by joining customers and employees in a common cause. He believes in empowering people at every level of a company, in giving opportunities to develop, improve, and be creative, rather than languishing on the bench. Filled with anecdotes, specific "do this/don't do that" advice, and, above all, an attitude that is refreshing and inspiring, *The Corporate Coach* is essential reading for anyone who serves or manages people.

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