

**GEMBA WALKS FOR SERVICE EXCELLENCE: THE  
STEP-BY-STEP GUIDE FOR IDENTIFYING SERVICE  
DELIGHTERS**

Anne Marggrat Hodde

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### **Delighter legal definition of Delighter**

Editorial Reviews. About the Author. Robert (Bob) Petruska is an independent consultant who Gemba Walks for Service Excellence: The Step-by-Step Guide for Identifying Service Delighters Gemba Walks for Service Excellence: The Step-by-Step Guide for Identifying Service Delighters 1st Edition, Kindle Edition. by.

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