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Disney U : how Disney University develops the world's most engaged, loyal, and customer-centric employees / Doug Lipp. Format Book Edition 1 Edition. Published New York : McGraw-Hill, 2013. Description xviii, 222 pages ; 23 cm Contents. Note from the author Prologue

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Excerpt from Disney U: How Disney University Develops the World's Most Engaged, Loyal and Customer-Centric Employees Published by McGraw-Hill Professional, March, 2013 About the Author: Doug Lipp helped create the first international version of the Disney University at Tokyo Disneyland and then lead the Disney University Training team at Disney's corporate headquarters, The Walt Disney ...

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Lipp, Doug. Disney U: How Disney University Develops the World's Most Engaged, Loyal, and Customer-Centric Employees. US: McGraw-Hill, 2013.

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