

dunkin' donuts training pdf

dunkin' donuts training pdf resources play a crucial role in the onboarding and continuous development of employees at one of the world's leading coffee and baked goods chains. These training materials are designed to deliver comprehensive knowledge on operational procedures, customer service excellence, product preparation, safety standards, and company policies. Utilizing a dunkin' donuts training pdf ensures standardized training across multiple locations, facilitating consistency in service quality and brand experience. This article explores the contents, benefits, accessibility, and practical uses of the dunkin' donuts training pdf, providing a detailed overview that benefits franchise owners, managers, and team members alike. Additionally, it discusses how these training documents contribute to employee performance and customer satisfaction. Below is an outline of the main sections covered in this article.

- Overview of Dunkin' Donuts Training PDF
- Key Components of the Training PDF
- Benefits of Using Dunkin' Donuts Training PDFs
- How to Access and Utilize the Training PDF
- Best Practices for Implementing Dunkin' Donuts Training PDF

Overview of Dunkin' Donuts Training PDF

The dunkin' donuts training pdf is a digital document that outlines the essential training programs and operational standards for employees of Dunkin' Donuts. It serves as a comprehensive guide to ensure that every team member understands the brand's expectations, menu offerings, and day-to-day procedures. This training material is often updated to reflect changes in product lines, health regulations, and customer service protocols.

Purpose and Scope of the Training PDF

The primary purpose of the dunkin' donuts training pdf is to equip employees with the knowledge and skills required to perform their roles effectively. This includes everything from preparing beverages and food items to maintaining cleanliness and managing customer interactions. The scope spans various job functions, including front-line staff, shift supervisors, and managers.

Target Audience

This training document is intended for new hires as well as existing employees seeking to refresh or enhance their skills. Franchise owners and trainers also utilize the dunkin' donuts training pdf to maintain consistency across locations and to facilitate efficient training sessions.

Key Components of the Training PDF

The dunkin' donuts training pdf contains several vital sections that comprehensively cover the operational and customer service aspects of the business. These components are designed to build foundational knowledge and practical skills.

Product Knowledge

This section details the ingredients, preparation methods, and presentation standards for Dunkin' Donuts' diverse menu items. It educates employees on signature beverages, bakery items, and seasonal offerings to ensure consistency and quality.

Operational Procedures

Employees learn essential tasks such as equipment operation, food safety protocols, inventory management, and cleaning schedules. This ensures efficient store operations and compliance with health regulations.

Customer Service Standards

The training pdf emphasizes the importance of courteous and efficient service. It outlines communication techniques, problem resolution strategies, and ways to enhance the overall customer experience.

Health and Safety Guidelines

This component covers workplace safety, hygiene standards, and emergency procedures. It is critical for maintaining a safe environment for both employees and customers.

Benefits of Using Dunkin' Donuts Training PDFs

Implementing the dunkin' donuts training pdf as part of employee development provides numerous advantages to both the workforce and the organization.

These benefits contribute to improved operational performance and customer satisfaction.

Consistency Across Locations

The use of standardized training PDFs ensures that all Dunkin' Donuts outlets deliver uniform quality and service, regardless of geographical location.

Efficiency in Training

Training PDFs enable quick and effective dissemination of information, reducing the time and resources required for in-person training sessions.

Employee Empowerment and Confidence

Well-informed employees feel more confident in their roles, leading to higher productivity and better morale.

Compliance and Risk Mitigation

Providing clear guidelines on health and safety helps minimize workplace accidents and ensures compliance with regulatory standards.

How to Access and Utilize the Training PDF

Access to the dunkin' donuts training pdf is typically granted through official company channels, franchise portals, or training platforms. Proper utilization of these materials is essential for maximizing their effectiveness.

Access Methods

Franchisees and employees can obtain the training PDFs via Dunkin' Donuts' internal websites or learning management systems. Some locations provide printed copies as supplementary materials during orientation.

Effective Utilization Strategies

To fully benefit from the dunkin' donuts training pdf, trainers should incorporate it into structured training sessions, complemented by hands-on practice and assessments. Regular review and updates ensure the material remains relevant.

Best Practices for Implementing Dunkin' Donuts Training PDF

Successful implementation of the dunkin' donuts training pdf requires strategic planning and continuous evaluation. The following best practices can enhance the training process and outcomes.

1. **Integrate Multimedia Tools:** Supplement the PDF with videos and interactive modules to cater to different learning styles.
2. **Schedule Regular Training Sessions:** Conduct periodic refresher courses to reinforce knowledge and address updates.
3. **Encourage Employee Feedback:** Gather input from staff to identify gaps and improve training content.
4. **Monitor Performance Metrics:** Use data-driven insights to assess the impact of training on operational efficiency and customer satisfaction.
5. **Ensure Accessibility:** Make the training PDF easily accessible to all employees, including those working remotely or part-time.

Frequently Asked Questions

Where can I find the official Dunkin' Donuts training PDF?

The official Dunkin' Donuts training PDF is usually provided internally to employees through the company's training portal or intranet. It is not publicly available online to ensure proper training compliance.

What topics are covered in the Dunkin' Donuts training PDF?

The Dunkin' Donuts training PDF typically covers topics such as customer service, food preparation, safety and sanitation standards, equipment operation, and company policies.

Is there a downloadable Dunkin' Donuts training PDF for franchise owners?

Franchise owners usually receive comprehensive training materials, including PDFs and manuals, directly from Dunkin' Brands during the onboarding process.

These materials are not generally available for public download.

Can I use the Dunkin' Donuts training PDF to prepare for a job interview?

Yes, reviewing Dunkin' Donuts training materials can help you understand the company's operations, customer service standards, and job responsibilities, which can be beneficial when preparing for an interview.

Are there any free Dunkin' Donuts training resources available online?

While the official training PDFs are typically restricted, some websites and forums may offer summaries or unofficial guides based on employee experiences. However, for accurate and up-to-date training, official materials from Dunkin' Donuts are recommended.

Additional Resources

1. Dunkin' Donuts Employee Training Manual

This comprehensive manual covers all essential aspects of working at Dunkin' Donuts, from customer service protocols to food preparation standards. It includes step-by-step guides and best practices to ensure consistency and quality. Ideal for new hires and managers aiming to enhance team performance.

2. Mastering Dunkin' Donuts Operations: A Practical Guide

Designed for both staff and supervisors, this guide delves into daily operational procedures, inventory management, and health and safety compliance. It provides detailed checklists and troubleshooting tips to maintain smooth store functions. The book supports training programs with clear, actionable content.

3. Dunkin' Donuts Barista Training Handbook

Focused specifically on beverage preparation, this handbook teaches the art of making Dunkin' Donuts signature coffee and espresso drinks. It emphasizes technique, speed, and customer interaction skills. Perfect for baristas seeking to improve their craft and deliver excellent service.

4. Customer Service Excellence at Dunkin' Donuts

This book explores strategies for delivering outstanding customer experiences in a fast-paced environment. It covers communication skills, handling complaints, and creating a welcoming atmosphere. Employees learn how to build customer loyalty through service excellence.

5. Food Safety and Sanitation for Dunkin' Donuts Staff

A vital resource that outlines proper food handling, sanitation protocols, and regulatory requirements specific to Dunkin' Donuts outlets. The book ensures employees understand their role in maintaining a safe and hygienic

environment. It includes practical tips and compliance checklists.

6. Effective Leadership in Dunkin' Donuts Stores

Targeted at store managers and team leaders, this book offers insights into leadership styles, team motivation, and conflict resolution within the Dunkin' Donuts context. It provides tools to foster a positive workplace culture and drive operational success. Leadership training modules are also included.

7. Dunkin' Donuts Marketing and Sales Training Guide

This guide presents strategies for promoting Dunkin' Donuts products and increasing sales through effective marketing techniques. It addresses upselling, cross-selling, and local store marketing initiatives. Sales staff and managers will find valuable advice to boost customer engagement.

8. Time Management and Efficiency for Dunkin' Donuts Employees

Focusing on productivity, this book offers time-saving techniques and workflow optimization tips tailored for Dunkin' Donuts team members. It helps employees manage busy shifts while maintaining quality and customer satisfaction. The content supports training to improve operational efficiency.

9. Technology and POS Training for Dunkin' Donuts Staff

An essential resource on using point-of-sale systems and other technology tools employed at Dunkin' Donuts locations. The book guides employees through transaction processing, troubleshooting, and data accuracy. It aims to reduce errors and enhance the speed of service in-store.

[Dunkin Donuts Training Pdf](#)

Dunkin' Donuts Training: The Ultimate Employee Handbook (PDF)

Ready to ace your Dunkin' Donuts job and climb the career ladder? Are you feeling overwhelmed by the fast-paced environment, unsure of the procedures, or struggling to meet expectations? Do you wish you had a comprehensive guide to help you master every aspect of your role, from making the perfect latte to providing exceptional customer service? Stop feeling lost and start excelling!

This comprehensive PDF guide, "Dunkin' Donuts Mastery: Your Complete Training Manual," provides everything you need to succeed in your Dunkin' Donuts career. It's your secret weapon for mastering the job, exceeding expectations, and advancing your career.

Inside, you'll discover:

Introduction: Understanding Dunkin' Donuts Culture and Values
Chapter 1: Mastering the Basics: Equipment, Procedures, and Safety
Chapter 2: The Art of Beverage Preparation: Coffee, Espresso, and Specialty Drinks
Chapter 3: Donut Delight: Handling, Display, and Sales Techniques
Chapter 4: Customer Service Excellence: Building Relationships and Handling Challenges
Chapter 5: Point of Sale (POS) Systems and Transactions
Chapter 6: Maintaining a Clean and Efficient Workspace: Sanitation and Organization
Chapter 7: Teamwork and Communication: Collaboration for Success
Chapter 8: Dunkin' Donuts Policies and Procedures
Conclusion: Your Path to Success at Dunkin' Donuts

Dunkin' Donuts Mastery: Your Complete Training Manual

Introduction: Understanding Dunkin' Donuts Culture and Values

Dunkin' is more than just a coffee and donut shop; it's a brand built on speed, efficiency, and customer satisfaction. This introduction sets the stage by outlining Dunkin's core values and emphasizing the importance of embodying these values in every aspect of your work. We'll explore the company history briefly, the importance of teamwork, and the overall atmosphere that contributes to a successful Dunkin' experience. Understanding the company culture allows you to seamlessly integrate into the team and contribute effectively. Knowing the company's mission, vision, and values helps employees understand the 'why' behind their daily tasks.

(SEO Keywords: Dunkin Donuts culture, Dunkin Donuts values, Dunkin Donuts employee handbook, Dunkin Donuts training)

Chapter 1: Mastering the Basics: Equipment, Procedures, and Safety

This chapter provides a detailed overview of all the equipment you'll encounter in a Dunkin' Donuts store. From espresso machines and grinders to ovens and ice cream dispensers, we'll break down the functionality and proper operation of each piece of equipment. Detailed diagrams and step-by-step instructions are provided for daily tasks, including opening and closing procedures, cleaning protocols, and proper safety procedures to ensure a safe and efficient work environment. This includes information on handling hot liquids, using sharp objects, and following food safety regulations.

(SEO Keywords: Dunkin Donuts equipment, Dunkin Donuts procedures, Dunkin Donuts safety, food

Chapter 2: The Art of Beverage Preparation: Coffee, Espresso, and Specialty Drinks

Making perfect coffee and espresso drinks is central to the Dunkin' experience. This chapter covers the intricacies of coffee brewing, espresso extraction, steaming milk, and crafting various specialty drinks. We will explain the nuances of each drink, from the classic coffee to the more complex flavored lattes and iced coffees. We will delve into proper milk temperature, the importance of consistent grinding, and the techniques for creating beautiful latte art. Consistent beverage quality is key to customer satisfaction.

(SEO Keywords: Dunkin Donuts coffee, Dunkin Donuts espresso, Dunkin Donuts drinks, latte art, coffee brewing techniques, espresso machine)

Chapter 3: Donut Delight: Handling, Display, and Sales Techniques

Dunkin' Donuts is known for its delicious donuts! This chapter focuses on the proper handling, storage, and display of donuts to maintain freshness and appeal. We'll cover the importance of rotating stock, maintaining proper temperature, and creating visually appealing displays to entice customers. We'll also discuss sales techniques to upsell and cross-sell donuts and other bakery items, providing suggestions on how to recommend items based on customer preferences.

(SEO Keywords: Dunkin Donuts donuts, donut display, donut sales, upselling donuts, cross-selling donuts, bakery sales)

Chapter 4: Customer Service Excellence: Building Relationships and Handling Challenges

Exceptional customer service is crucial for Dunkin's success. This chapter details how to provide friendly, efficient, and professional service to every customer. We'll explore strategies for handling difficult customers, resolving complaints, and creating a positive and welcoming environment. We'll also discuss the importance of effective communication, active listening, and building rapport with customers to foster loyalty.

(SEO Keywords: Dunkin Donuts customer service, customer service skills, handling customer complaints, customer relations, customer satisfaction)

Chapter 5: Point of Sale (POS) Systems and Transactions

This chapter covers the Dunkin' Donuts POS system, explaining how to process transactions accurately and efficiently. We'll walk through the steps of taking orders, handling payments, issuing receipts, and managing cash drawers. We'll also address common POS system issues and troubleshooting techniques to ensure smooth transactions and minimize errors. Accurate and efficient transactions are essential for maintaining a positive customer experience.

(SEO Keywords: Dunkin Donuts POS system, POS training, cash handling, transaction processing, point of sale system)

Chapter 6: Maintaining a Clean and Efficient Workspace: Sanitation and Organization

Maintaining a clean and organized workspace is essential for food safety and efficient operations. This chapter outlines the importance of sanitation procedures, including proper handwashing, cleaning equipment, and maintaining a clean and organized work area. We'll discuss the different cleaning supplies and their proper usage. We'll emphasize the importance of following food safety regulations and maintaining a high level of hygiene.

(SEO Keywords: Dunkin Donuts sanitation, food safety procedures, workplace hygiene, cleaning protocols, workspace organization)

Chapter 7: Teamwork and Communication: Collaboration for Success

Working effectively as a team is crucial in a fast-paced environment like Dunkin' Donuts. This chapter discusses effective communication strategies, including active listening, clear and concise instructions, and respectful interaction with colleagues. We'll emphasize the importance of teamwork, collaboration, and support among team members to ensure smooth operations and a positive work environment.

(SEO Keywords: Teamwork Dunkin Donuts, communication skills, effective communication, collaboration in the workplace, team building)

Chapter 8: Dunkin' Donuts Policies and Procedures

This chapter provides a comprehensive overview of Dunkin' Donuts policies and procedures, including employee conduct, dress code, attendance policies, and other relevant information. It's essential for employees to understand and adhere to these policies to maintain a professional and compliant work environment.

(SEO Keywords: Dunkin Donuts policies, Dunkin Donuts procedures, employee handbook, employee conduct, company policy)

Conclusion: Your Path to Success at Dunkin' Donuts

This concluding section summarizes the key takeaways from the guide and encourages readers to apply the knowledge gained to excel in their roles. It emphasizes continuous learning and professional development to further their career at Dunkin' Donuts. It provides tips for seeking advancement opportunities and continuing to grow within the company.

FAQs

1. What equipment is covered in the training manual? The manual covers all major equipment found in a Dunkin' Donuts store, including espresso machines, grinders, ovens, and ice cream dispensers.
2. Does the training cover all Dunkin' Donuts beverages? Yes, it covers the preparation of all core coffee, espresso drinks, and specialty beverages.
3. How does the manual help with customer service? It provides practical strategies for handling various customer interactions, resolving complaints, and creating a positive experience.
4. What about the POS system? The guide provides a comprehensive overview of the Dunkin' Donuts POS system, including transaction processing and troubleshooting.
5. Is food safety addressed? Yes, food safety and sanitation procedures are a major component of the manual.

6. Does it cover company policies and procedures? Absolutely, a dedicated chapter details important Dunkin' Donuts policies and employee conduct.
7. How does it help with teamwork? The manual emphasizes effective communication and collaboration strategies for a successful team environment.
8. Is the manual suitable for all Dunkin' Donuts roles? While some aspects might be more relevant to specific roles, the majority of the content is applicable to various positions.
9. Where can I download the PDF? [Insert link to your ebook sales page here]

Related Articles

1. Dunkin' Donuts Employee Handbook: A Deep Dive: This article delves deeper into the specifics of the official employee handbook and how to navigate it effectively.
2. Mastering the Dunkin' Donuts Espresso Machine: A detailed guide to mastering the espresso machine, focusing on techniques and troubleshooting.
3. Dunkin' Donuts Customer Service Best Practices: This article provides advanced customer service strategies and tips for exceeding customer expectations.
4. Boosting Sales at Dunkin' Donuts: Effective Upselling and Cross-selling Techniques: Focuses on strategies for maximizing sales through effective selling techniques.
5. Maintaining a Sparkling Clean Dunkin' Donuts Store: Sanitation and Efficiency: A comprehensive guide to maintaining a clean and efficient work environment.
6. Understanding Dunkin' Donuts' POS System: A Step-by-Step Guide: A detailed guide to the POS system with screenshots and step-by-step instructions.
7. Teamwork Makes the Dream Work: Collaboration in a Dunkin' Donuts Setting: An in-depth look at teamwork and its importance in the Dunkin' Donuts environment.
8. Navigating Dunkin' Donuts Policies and Procedures: A comprehensive review of relevant policies and how to ensure compliance.
9. Career Advancement at Dunkin' Donuts: A Roadmap for Success: This article outlines strategies for career progression within the Dunkin' Donuts organization.

dunkin donuts training pdf: Management John R. Schermerhorn, Jr, 2010-10-18 Completely updated and revised, this eleventh edition arms managers with the business tools they'll need to succeed. The book presents managerial concepts and theory related to the fundamentals of planning, leading, organizing, and controlling with a strong emphasis on application. It offers new information on the changing nature of communication through technology. Focus is also placed on ethics to reflect the importance of this topic, especially with the current economic situation. This

includes all new ethics boxes throughout the chapters. An updated discussion on the numerous legal law changes over the last few years is included as well. Managers will be able to think critically and make sound decisions using this book because the concepts are backed by many applications, exercises, and cases.

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dunkin donuts training pdf: *Principles and Practice of Sport Management with Navigate Advantage Access* Lisa Pike Masteralexis, 2023-06-15 *Principles and Practice of Sport Management* provides students with the foundation they need to prepare for a variety of sport management careers. Intended for use in introductory sport management courses at the undergraduate level, the focus of this text is to provide an overview of the sport industry and cover basic fundamental knowledge and skill sets of the sport manager, as well as to provide information on sport industry segments for potential employment and career opportunities--

dunkin donuts training pdf: *Start with Why* Simon Sinek, 2011-12-27 The inspirational bestseller that ignited a movement and asked us to find our WHY Discover the book that is captivating millions on TikTok and that served as the basis for one of the most popular TED Talks of all time—with more than 56 million views and counting. Over a decade ago, Simon Sinek started a movement that inspired millions to demand purpose at work, to ask what was the WHY of their organization. Since then, millions have been touched by the power of his ideas, and these ideas remain as relevant and timely as ever. *START WITH WHY* asks (and answers) the questions: why are some people and organizations more innovative, more influential, and more profitable than others?

Why do some command greater loyalty from customers and employees alike? Even among the successful, why are so few able to repeat their success over and over? People like Martin Luther King Jr., Steve Jobs, and the Wright Brothers had little in common, but they all started with WHY. They realized that people won't truly buy into a product, service, movement, or idea until they understand the WHY behind it. START WITH WHY shows that the leaders who have had the greatest influence in the world all think, act and communicate the same way—and it's the opposite of what everyone else does. Sinek calls this powerful idea The Golden Circle, and it provides a framework upon which organizations can be built, movements can be led, and people can be inspired. And it all starts with WHY.

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dunkin donuts training pdf: Central Division Series Omnibus (Books 1-4 Plus The Novella Training Grounds) Mark S. R. Peterson, 2018-07-01 From the deep Minnesota woods to the dangerous streets of the Twin Cities, Minneapolis PD investigators KOLIN RAYNES and SIMON TEMPLETON are not afraid to get their hands dirty when it comes to serial killers and human sex traffickers. This omnibus is a compilation of the first four suspenseful thriller novels in the Central Division Series, including the novella titled Training Grounds. This set includes: Book 1: Beholder's Eye Novella Training Grounds (the first Central Division short) Book 2: Straight Razor Book 3: Discarded Book 4: Shades of Darkness Enjoy this exciting thriller series!

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their differences aside and join forces for good? Could small, random acts of kindness in the community really make a big impact for all ages? Find out how the ooey, gooey jelly donuts in this story become a delicious testament to the power of kindness, caring and generosity. Great book with a GREAT LESSON! & Our 2nd grade class loved this book because it taught us a good lesson about being kind. The story was realistic and we thought of ideas of how we could be kind to others. The book taught us about sharing and caring. We recommend this book for all kids to read. - Verified Amazon Review The best book for teaching kindness and empathy. The Jelly Donut Difference by award-winning author Maria Dismondy also carries message of sibling rivalry, the power of community and inclusion. This book comes with a free Reader's Companion, complete with discussion questions, lesson plans and activities for children to go beyond the book. Download your copy direct from the publisher website.

dunkin donuts training pdf: *Around the Corner to Around the World* Robert Rosenberg, 2020-10-13 Learn twelve key lessons from Dunkin' Donuts former CEO Robert Rosenberg that offer critical insights and a unique, 360-degree perspective to business leaders and managers on building one of the world's most recognized brands. For entrepreneurs fighting for survival and leaders in growing businesses facing critical strategic decisions, competition is always fierce and the future is never certain. Throughout all the chaos, you need a mentor that has seen a business through the ins and outs and can offer guidance that will exponentially tip the odds in your favor to succeed. Robert Rosenberg took over as CEO of Dunkin' Donuts in 1963, 13 years after the first restaurant was founded by his father William. In his remarkable 35-year run, he grew the company from \$10 million in sales to over \$2 billion with more than 3,000 outlets. Through his tenure, Robert learned important lessons on running and scaling a family business. Rosenberg shares his insider perspective on all the dramatic highs and lows that are part of the Dunkin' Donuts story to guide you to your own success story. In *Around the Corner to Around the World*, Rosenberg helps you as he: Distills the characteristics of a successful company through all phases of growth. Provides a new perspective on the dramatic story behind the rise of one of the world's most iconic brands. Tells the first-hand account and essential lessons learned from the tenure of one of the most successful CEO runs in modern business history. Reveals some of the dramatic and surprising plot turns in the story of Dunkin's rise to global prominence. *Around the Corner to Around the World* tells a compelling story of lessons gleaned over a 35-year career building a small business into the iconic Dunkin' brand it has become. The harrowing twists and turns and sometimes existential threats to the business will enlighten anyone starting or running a business.

dunkin donuts training pdf: *Predictably Irrational* Dan Ariely, 2008-02 Intelligent, lively, humorous, and thoroughly engaging, *The Predictably Irrational* explains why people often make bad decisions and what can be done about it.

dunkin donuts training pdf: *The Donut Book* Sally Levitt Steinberg, 2004-01-01 The Atkins Diet? Phooey! The South Beach Diet? Feh! What Americans really want to eat is something deep-fried and sugar-packed . . . hence our undying love affair with the beloved donut. And if anybody knows donuts, it's Sally Levitt Steinberg, America's Donut Princess. As a member of America's royal donut dynasty (her grandfather, Adolph Levitt, invented the donut-making machine), she knows more about this sweet indulgence than anyone else. *The Donut Book* is the product of Sally's personal charm and life-long, in-depth donut scholarship. She covers high points in donut history: the arrival of the first donuts in America with the Dutch settlers in the 17th century, and the donut in World War I, when it became the favorite nosh of the boys in the trenches. She celebrates donut-loving celebrities, from Admiral Byrd to Bill Clinton, as well as some of the most gifted donut bakers on the planet. She visits the campus of Dunkin' Donuts University and reveals the secret that makes Krispy Kreme donuts irresistible. And she identifies the most popular donut in America (glazed) and the runner-up (chocolate). Then there are the recipes: 29 mouth-watering, soul-satisfying ways to achieve the ultimate sugar rush, from New Orleans beignets to Portuguese malasadas, from Boston crèmes to Alain Ducasse's upscale Donut. And for donut lovers who are willing to hit the road to find their favorite confection, the book comes with an illustrated Donut

Lover's Guide to bakeries that serve up the lightest, fluffiest, best dressed, and tastiest donuts.

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jargon and technical detail to give you what you really need to make sense of this rapidly changing world of digital marketing and communications. Being human — being likeable — will get you far. Scott Monty, Global Digital Communications, Ford Motor Company Dave gives you what you need: Practical, specific how-to advice to get people talking about you. Andy Sernovitz, author of Word of Mouth Marketing: How Smart Companies Get People Talking

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