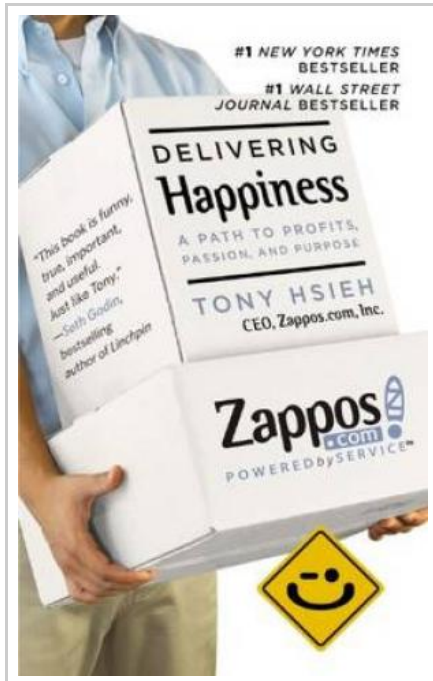




Delivering Happiness

By Tony Hsieh

Paperback. Book Condition: New. Not Signed; *Pay brand-new employees \$2,000 to quit *Make customer service the responsibility of the entire company-not just a department *Focus on company culture as the no.1 priority *Apply research from the science of happiness to running a business *Help employees grow-both personally and professionally *Seek to change the world *Oh, and make money too .Sound crazy? It's all standard operating procedure at Zappos, the online retailer that's doing over \$1 billion in gross merchandise sales annually. After debuting as the highest-ranking newcomer in Fortune magazine's annual Best Companies to Work For list in 2009, Zappos was acquired by Amazon in a deal valued at over \$1.2 billion on the day of closing. In DELIVERING HAPPINESS, Zappos CEO Tony Hsieh shares the different lessons he has learned in business and life, from starting a worm farm to running a pizza business, through LinkExchange, Zappos, and more. Fast-paced and down-to-earth, DELIVERING HAPPINESS shows how a very different kind of corporate culture is a powerful model for achieving success-and how by concentrating on the happiness of those around you, you can dramatically increase your own.



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