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FOR IMMEDIATE RELEASE

Greenleaf Book Group's *The Amazement Revolution* debuts on the WSJ Bestseller List

Author Shep Hyken's book ranks 3rd on The Wall Street Journal's top hardcover business books

April 19, 2011 (Austin TX) –*The Amazement Revolution: Seven Customer Service Strategies to Create an Amazing Customer (and Employee) Experience* by Shep Hyken debuted at #3 on *The Wall Street Journal's* Hardcover Business bestseller list and at #11 on the *New York Times'* Hardcover Advice & Misc. list. A follow up to Hyken's bestselling book *The Cult of the Customer*, *The Amazement Revolution* presents seven powerful strategies to create extraordinary customer service practices and employee loyalty in any organization.

Author Shep Hyken is the founder and Chief Amazement Officer at Shepard Presentations, where he helps companies build loyal relationships with customers and employees. His articles have appeared in hundreds of publications and he has worked with such prominent clients as American Airlines, General Motors, IBM, Kraft, Marriott, Toyota and Verizon. Known for his entertaining, high-energy presentations, Hyken is also a prolific speaker who has been inducted into the National Speakers Association Hall of Fame for lifetime achievement in the professional speaking industry.

This is Greenleaf Book Group's tenth book to hit bestseller status on lists including *The Wall Street Journal*, *New York Times* and *USA Today*.

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About Greenleaf Book Group:

[Greenleaf Book Group](http://www.greenleafbookgroup.com) is a publisher and distributor best known for its innovative business model, distribution power and award-winning designs. Named one of the fastest growing companies in the United States by *Inc.* magazine, it has represented more than 1,000 titles, including five that hit the *New York Times*, *Wall Street Journal* and *USA Today* bestseller lists. You can learn more about Greenleaf on its website <http://www.greenleafbookgroup.com> and blog <http://www.bigbadbookblog.com>.

For more information or to schedule an interview with Chairman and CEO Clint Greenleaf, contact Katelynn Knutson at katelynn@greenleafbookgroup.com or 512-891-6100.