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Porch This Is Service Design Doing Exceptional
Service, Exceptional Profit Absentee
Landowning and Exploitation in West Virginia,
1760-1920***

***Evangelicals, argues Wells, have largely
lost the truth that God also stands outside
all human experience, that he still summons
sinners to repentance and belief regardless of
their self-image, and that he calls his church
to stand fast in his truth against the
blandishments of the modern world. Rasmussen
untangles a web of outside domination of the
region that commenced before the American
Revolution, creating a legacy of hardship that
continues to plague Appalachia today. The
owners and exploiters of the region have
included Lord Fairfax, George Washington, and,
most recently, the U.S. Forest Service. The
corpses whose last wishes Kurosagi delivers
usually died not too long ago . . . for
reasons that are gruesomely obvious. But when
the ominous Mr. Nire returns to the scene with***

a re-animated mummy in tow, what they're gonna do is go back . . . way back, as the kids kick it Egyptian Old Kingdom school! Then, travel from the past into the future of death, as the Kurosagi crew unlocks the cold business behind some cryogenically frozen heads! All-new third edition of the essential guide to the Foreign Service This elegant resource offers more than 600 hymns that span the centuries and the continents. It includes hundreds of familiar hymns and nearly 200 fresh expressions of the Gospel. Lutheran Service Book presents a significant body of resources that faithfully proclaim our forgiveness and life in Christ. The events of Nehemiah's life may not be as familiar as the feats of David, the ark of Noah, or the storms tossing Jonah, but the hand of God is clearly upon this man's heart and mind. Dr. Redpath guides us through the book of Nehemiah and reveals for us the abundant life of Christian service. Nehemiah's motivation is both compelling and convicting as he risks much to honor God's house and, thus, God's name. Joining him in his journey to reconstruct the walls of Jerusalem, we observe the crucial element of a structurally sound spiritual walk. God employs this willing worker to recognize a need, begin preparation, and face the challenge. These are the lessons that compel God's people to Victorious

Christian Service. Now a Major Motion Picture Directed by American Sniper Writer Jason Hall and Starring Miles Teller The wars of the past decade have been covered by brave and talented reporters, but none has reckoned with the psychology of these wars as intimately as the Pulitzer Prize-winning journalist David Finkel. For *The Good Soldiers*, his bestselling account from the front lines of Baghdad, Finkel embedded with the men of the 2-16 Infantry Battalion during the infamous "surge," a grueling fifteen-month tour that changed them all forever. In Finkel's hands, readers can feel what these young men were experiencing, and his harrowing story instantly became a classic in the literature of modern war. In *Thank You for Your Service*, Finkel has done something even more extraordinary. Once again, he has embedded with some of the men of the 2-16—but this time he has done it at home, here in the States, after their deployments have ended. He is with them in their most intimate, painful, and hopeful moments as they try to recover, and in doing so, he creates an indelible, essential portrait of what life after war is like—not just for these soldiers, but for their wives, widows, children, and friends, and for the professionals who are truly trying, and to a great degree failing, to undo the damage that

has been done. The story Finkel tells is mesmerizing, impossible to put down. With his unparalleled ability to report a story, he climbs into the hearts and minds of those he writes about. Thank You for Your Service is an act of understanding, and it offers a more complete picture than we have ever had of these two essential questions: When we ask young men and women to go to war, what are we asking of them? And when they return, what are we thanking them for? One of Publishers Weekly's Best Nonfiction Books of 2013 One of The Washington Post's Top 10 Books of the Year A New York Times Notable Book of 2013 An NPR Best Book of 2013 A Kirkus Reviews Best Nonfiction Book of 2013 "★★★★ What intense world building! Wonderful character growth! Crisp story line! Thoughtful science fiction! Imaginative descriptions! I can keep talking in exclamatory phrases but you get my point by now - this is a fantastic book." – Review by Myra on Reedsy Discovery and Oh Just Books. Are you worried about AIs watching everything you do? You should be. Start with 1984, add in a healthy dose of Brave New World and Fahrenheit 451, stir in a bit of The Matrix and Blade Runner, and you have Terms of Service. It is a thought-provoking exploration of the profound consequences as AI-based surveillance plays an ever-greater role in our

lives and we all wonder, where does it end? This book presents one chilling possibility, and it is every bit as relevant to our world today as George Orwell's masterpiece was in the aftermath of World War II. This is a work of literary science fiction, one which has something important to say. It is surreal in places, heavily laced with satire, mystical realism, and even a bit of absurdism. In terms of subject matter, it lies squarely within the boundaries of the cyberpunk genre: virtual reality and sentient artificial intelligences are omnipresent, and our characters live much of their lives within a VR system that sometimes seems more real than reality itself. The virtual world and the AIs who live within it act as a mirror, reflecting our own existence. It is also a solid work of hard science fiction: everything it portrays is technologically feasible, and much of it is already part of our daily lives. A slow burn with an explosive finish, this is not a book to put down. The start of the book is devoted entirely to world-building and to defining the main character, without which the rest of the story will be impossible to understand. Savor the writing, enjoy the world, and don't worry: there is plenty of conflict and tension in store. Intrigued? Read on and follow Kim's amazing journey as she rises from dull

complacency to the heights of power and prestige before plunging into the abyss as she struggles with the demons of her past and learns far more than she ever wanted to about what really goes on in the centers of power. You won't be disappointed! The wholesome image of America propagated by Hollywood in the 1940s, '50s and '60s is one of the most persistent in popular culture: loving wives, smiling children. But off the set, many of the actors who helped create this image were secretly leading very wild lives, and one man in particular was helping them: Scotty Bowers. At a time when sex outside of marriage was taboo, Scotty built up a reputation as the guy who could discreetly fix you up. Scotty slept with many stars himself, and connected others with his friends. Here, he tells his story for the first time. Scotty came to Hollywood after serving in the Marines in World War II, and began working at a gas station on Hollywood Boulevard. One day, he was approached and picked up by actor Walter Pidgeon, who whisked him off to a friend's villa for the first of many encounters with Hollywood's rich and famous. He developed long-term friendships with stars like Katharine Hepburn and Noel Coward, but he always kept it quiet--until he now provides a lost chapter in the history of the sexual revolution.--From publisher

description. A “bold and unflinchingly sexy” (Vogue) debut novel about a young woman who follows her desires into a world of pleasure, decadence, and privilege, unraveling everything she thought she knew about sex . . . and herself. “One of the most entertaining books about sex I’ve ever read . . . The perfect read for fans of Raven Leilani and Ottessa Moshfegh, this is a book that will have people talking.”–BuzzFeed “A sex masterpiece.”–The Guardian ONE OF THE BEST BOOKS OF THE YEAR: The New Yorker, The Hollywood Reporter “Anytime I want, I can forsake this dinner party and jump into real life.”–Eve Babitz Eve has an adoring girlfriend, an impulsive streak, and a secret fear that she’s wasting her brief youth with just one person. So one evening she posts some nudes online. This is how Eve meets Olivia, and through Olivia the charismatic Nathan. Despite her better instincts, the three soon begin a relationship—one that disturbs Eve as much as it enthralls her. As each act of their complicated, three-way affair unfolds across a cold and glittering New York, Eve is forced to confront the questions that most consume her: What do we bring to sex? What does it reveal of ourselves, and one another? And how do we reconcile what we want with what we think we should want? In the way only great fiction

can, Acts of Service takes between its teeth the contradictions written all over our ideas of sex and sexuality. At once juicy and intellectually challenging, sacred and profane, Lillian Fishman's riveting debut is bold, unabashed, and required reading of the most pleasurable sort. Includes reports on decisions on selected cases. Entrepreneurial phenomenon Ari Weinzweig, co-founder of the much-loved Zingerman's Deli, shares the secrets to providing world-class customer service. Zingerman's in Ann Arbor, Michigan, is a beloved deli with some of the most loyal clientele around. It has been praised for its products and service in media outlets far and wide, including the New York Times, Men's Journal, Inc. Magazine, Esquire, Atlantic Monthly, USA Today, and Fast Company. And what started out as a small deli has grown to a flourishing restaurant, catering service, bakery, mail-order operation, creamery, and training business. Booming business and loyal customers are proof enough that the Zingerman's team knows a thing or two about customer service. Now in Zingerman's Guide to Giving Great Service, co-founder Ari Weinzweig shares the unique Zingerman method of treating customers, giving the reader step-by-step instructions on what to teach staff, how to train them, how to implement the training, how

to measure their success, and finally, how to reward performance. Some of Zingerman's time-tested principles: Customers who get a great product but poor service won't be as loyal as those who are disappointed with a product but get great service. You'll get more complaints if people believe you care enough to listen to them. And that's a good thing. Employees who are rewarded, respected, and well cared for treat customers the same way. "This year, over ten million people will go abroad, eager to find the perfect blend of adventure and altruism. Volunteer travel can help you find your place in the world--and find out what you're made of. So why do so many international volunteer programs fail to make an impact? Why do some do more harm than good? Learning Service offers a powerful new approach that invites volunteers to learn from host communities before trying to 'help' them. It's also a thoughtful critique of the sinister side of volunteer travel; a guide for turning good intentions into effective results; and essential advice on how to make the most of your experience."--Amazon.com. The ugly truth about diversity is that some people worry they must give up their power for others to have a chance. La'Wana Harris's Inclusion Coaching method helps people realize that sharing power isn't the same as losing it. The

elephant in the room with diversity work is that people with privilege must use it to allow others equal access to power. This is often why diversity efforts falter—people believe in diversity until they feel that they have to give something up. How do we talk them through this shift? La'Wana Harris introduces Inclusion Coaching, a new tool based on cutting-edge research that identifies the stages of preparation, implementation, and “self-work” necessary to help individuals, teams, and organizations build a sustainable culture of inclusion. Harris's six-stage COMMIT model—Commit to courageous action, Open your eyes and ears, Move beyond lip service, Make room for controversy and conflict, Invite new perspectives, and Tell the truth even when it hurts—provides a proven process for making people aware of their own conscious and unconscious biases and concrete steps to make inclusion an embedded reality. Harris offers managers and diversity coaches new models to empower everyone from employees to CEOs to “do” inclusion and address deep-rooted biases that are often invisible. She addresses the growing need to challenge bias and build authentic cultures where everyone can feel a sense of belonging. AI as a Service is a practical handbook to building and implementing serverless AI applications,

without bogging you down with a lot of theory. Instead, you'll find easy-to-digest instruction and two complete hands-on serverless AI builds in this must-have guide!

Summary Companies everywhere are moving everyday business processes over to the cloud, and AI is increasingly being given the reins in these tasks. As this massive digital transformation continues, the combination of serverless computing and AI promises to become the de facto standard for business-to-consumer platform development—and developers who can design, develop, implement, and maintain these systems will be in high demand! AI as a Service is a practical handbook to building and implementing serverless AI applications, without bogging you down with a lot of theory. Instead, you'll find easy-to-digest instruction and two complete hands-on serverless AI builds in this must-have guide!

Purchase of the print book includes a free eBook in PDF, Kindle, and ePub formats from Manning Publications. About the technology Cloud-based AI services can automate a variety of labor intensive business tasks in areas such as customer service, data analysis, and financial reporting. The secret is taking advantage of pre-built tools like Amazon Rekognition for image analysis or AWS Comprehend for natural language processing.

That way, there's no need to build expensive custom software. Artificial Intelligence (AI), a machine's ability to learn and make predictions based on patterns it identifies, is already being leveraged by businesses around the world in areas like targeted product recommendations, financial forecasting and resource planning, customer service chatbots, healthcare diagnostics, data security, and more. With the exciting combination of serverless computing and AI, software developers now have enormous power to improve their businesses' existing systems and rapidly deploy new AI-enabled platforms. And to get on this fast-moving train, you don't have to invest loads of time and effort in becoming a data scientist or AI expert, thanks to cloud platforms and the readily available off-the-shelf cloud-based AI services! About the book AI as a Service is a fast-paced guide to harnessing the power of cloud-based solutions. You'll learn to build real-world apps—such as chatbots and text-to-speech services—by stitching together cloud components. Work your way from small projects to large data-intensive applications. What's inside - Apply cloud AI services to existing platforms - Design and build scalable data pipelines - Debug and troubleshoot AI services - Start fast with serverless templates About

the reader For software developers familiar with cloud basics. About the author Peter Elger and Eóin Shanaghy are founders and CEO/CTO of fourTheorem, a software solutions company providing expertise on architecture, DevOps, and machine learning. Table of Contents PART 1 - FIRST STEPS 1 A tale of two technologies 2 Building a serverless image recognition system, part 1 3 Building a serverless image recognition system, part 2 PART 2 - TOOLS OF THE TRADE 4 Building and securing a web application the serverless way 5 Adding AI interfaces to a web application 6 How to be effective with AI as a Service 7 Applying AI to existing platforms PART 3 - BRINGING IT ALL TOGETHER 8 Gathering data at scale for real-world AI 9 Extracting value from large data sets with AI NEW YORK TIMES BESTSELLER • “This is one of those books that will go down as the seminal work—the determinative work—in this field. . . . Terrifying.”—Rachel Maddow The first definitive account of the rise and fall of the Secret Service, from the Kennedy assassination to the alarming mismanagement of the Obama and Trump years, right up to the insurrection at the Capitol on January 6—by the Pulitzer Prize winner and #1 New York Times bestselling co-author of A Very Stable Genius and I Alone Can Fix It NAMED ONE OF THE BEST BOOKS OF THE YEAR

BY THE WASHINGTON POST Carol Leonnig has been reporting on the Secret Service for The Washington Post for most of the last decade, bringing to light the secrets, scandals, and shortcomings that plague the agency today—from a toxic work culture to dangerously outdated equipment to the deep resentment within the ranks at key agency leaders, who put protecting the agency's once-hallowed image before fixing its flaws. But the Secret Service wasn't always so troubled. The Secret Service was born in 1865, in the wake of the assassination of Abraham Lincoln, but its story begins in earnest in 1963, with the death of John F. Kennedy. Shocked into reform by its failure to protect the president on that fateful day in Dallas, this once-sleepy agency was radically transformed into an elite, highly trained unit that would redeem itself several times, most famously in 1981 by thwarting an assassination attempt against Ronald Reagan. But this reputation for courage and excellence would not last forever. By Barack Obama's presidency, the once-proud Secret Service was running on fumes and beset by mistakes and alarming lapses in judgment: break-ins at the White House, an armed gunman firing into the windows of the residence while confused agents stood by, and a massive prostitution scandal among agents in

Cartagena, to name just a few. With Donald Trump's arrival, a series of promised reforms were cast aside, as a president disdainful of public service instead abused the Secret Service to rack up political and personal gains. To explore these problems in the ranks, Leonnig interviewed dozens of current and former agents, government officials, and whistleblowers who put their jobs on the line to speak out about a hobbled agency that's in desperate need of reform. "I will be forever grateful to them for risking their careers," she writes, "not because they wanted to share tantalizing gossip about presidents and their families, but because they know that the Service is broken and needs fixing. By telling their story, they hope to revive the Service they love." Lori works illegally in a rented flat in central London, living in fear of police raids which could mean losing her small daughter. Freya is a student who finds she can make more money as an escort than she could in an office. And Paula is a journalist whose long-term campaign against prostitution has brought her some strange bedfellows. After a shock change to the law, with brothels being raided by the authorities, lives across the country are fractured. As a threat from Lori's past begins to catch up with her, the three women are increasingly, inevitably drawn into

each other's orbit. Celebrating a birthday isn't fun when there's a killer on the loose in this scream-worthy read from the author of *ESCAPE ROOM*. No parents, no rules. Fender, Linnea, Lucas, and Kate are celebrating Kate's birthday in a luxury hotel. They're here to have fun and make forever memories. They all know not to bring up what happened last year, especially on this weekend. All that matters is having the most epic time ever. But the party is over. Someone is leaving messages at their door. Someone who knows exactly what happened a year ago. Someone who wants revenge. Underlined is a line of totally addictive romance, thriller, and horror titles coming to you fast and furious each month. Enjoy everything you want to read the way you want to read it. How can you establish a customer-centric culture in an organization? This is the first comprehensive book on how to actually do service design to improve the quality and the interaction between service providers and customers. You'll learn specific facilitation guidelines on how to run workshops, perform all of the main service design methods, implement concepts in reality, and embed service design successfully in an organization. Great customer experience needs a common language across disciplines to break down silos within an organization. This book

provides a consistent model for accomplishing this and offers hands-on descriptions of every single step, tool, and method used. You'll be able to focus on your customers and iteratively improve their experience. Move from theory to practice and build sustainable business success. "A critically acclaimed guide to English usage. Includes more than 2,300 entries presenting the history, analysis, and recommendations regarding noted usage controversies. Entries are illustrated with more than 20,000 quotations from prominent writers." \ \ Offers an organizational design model for service organizations, covering such topics as funding mechanisms, employee management systems, and customer management systems. What if you could protect your business against competitive inroads, once and for all? Customer service experts Leonardo Inghilleri and Micah Solomon's anticipatory customer service approach was first developed at The Ritz-Carlton as well as at Solomon's company Oasis, and has since proven itself in countless companies around the globe--from luxury giant BVLGARI to value-sensitive auto parts leader Carquest and everywhere in between. Their experience shows that the most powerful growth engine in a tight market--and best protection from competitive inroads--is to put everything you

can into cultivating true customer loyalty. Exceptional Service, Exceptional Profit takes the techniques that minted money for these brands and reveals how you can apply them to your own business to provide the kind of exceptional service that nearly guarantees loyalty. Soon, you'll be reaping the benefits of loyal customers who are: less sensitive to price competition, more forgiving of small glitches, and, ultimately, who are "walking billboards" happily promoting your brand. Filled with detailed, behind-the-scenes examples, Exceptional Service, Exceptional Profit unlocks a new level of customer relationship that leaves your competitors in the dust, your customers coming back day after day, and your bottom line looking better than it ever has before. This is a new release of the original 1941 edition. Foreword by Michael D. Eisner. All organisations drive towards the same goal - how best to serve their customers. Walt Disney World has always enjoyed a reputation as a company that set the benchmark for outstanding business practices. Now, for the first time, one critical element of the method behind the magic is revealed: that of quality service. Here, their proven principles and processes are fully outlined, to help your organisation focus its vision and assemble its infrastructure to deliver exceptional customer

*service. Read the modern classic about a young witch and her clever cat that started it all! Nostalgic fans of the Hiyaoy Miyazaki film, Kiki's Delivery Service and newcomers alike will love this exciting new translation of the beloved fantasy story. "This new translation is perfect." --School Library Journal Half-
witch Kiki never runs from a challenge. So when her thirteenth birthday arrives, she's eager to follow a witch's tradition: choose a new town to call home for one year. Brimming with confidence, Kiki flies to the seaside village of Koriko and expects that her powers will easily bring happiness to the townspeople. But gaining the trust of the locals is trickier than she expected. With her faithful, wise-cracking black cat, Jiji, by her side, Kiki forges new friendships and builds her inner strength, ultimately realizing that magic can be found in even the most ordinary places. Blending fantasy with the charm of everyday life, this enchanting new translation will inspire both new readers and dedicated fans.*

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