



Ask John: Straight-talking, common sense from the front line of management

John Timpson

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John Timpson CBE is one of the UK's most successful businessmen. He is Chairman of the eponymous high street cobblers, key cutters, engravers and watch repairers, with more than 1,300 branches throughout the UK and Ireland and a turnover of £180m.

John is hugely admired across the business world for the 'Upside Down Management' techniques that put the growth of the business in the hands of its employees – or of John's colleagues, as they are called.

John's Daily Telegraph column, 'Ask John', has been dispensing straight-talking, no-nonsense business advice for more than five years. This book collects and expands the very best from that column for the first time.

From why low cost will never be a real substitute for proper customer service to the etiquette of employing interns, John's honest, common-sense business advice should be required reading for anyone running a business – whatever the size.

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