

Zappos.com

Presented by:

Courtney Armstrong, Matt Cox, & Maggie Peterson



- 2009- Partnered with Amazon.com
- Currently have over ten departments
- Branching out into clothing, accessories, beauty products, handbags, and much more

Where Zappos began...

- Established in 1999 by Nick Swinburn
- Envisioned an online retail store where customers could find any brand, style, or size
- Current CEO, Tony Hsieh, revised and revamped company
- Organization is revolved around one mission: "to provide the best customer service possible"

Structure Within the Walls of Zappos

- Known hierarchy, yet decentralized authority
- Team-based structure
- Managers as "coaches"

Organizational Culture

- A system of shared beliefs and values that develops within an organization and guides the behavior of its members
- Zappos as a Clan Organization
 - Collaboration
 - Participation
 - Communication
 - People Development
 - Flexibility
- Culture is shown through employee dress code, awards to the company, and the behavior of managers

Being a part of the Zappos Family

- Zappos has ten core values
- Deliver WOW through service
 - Employee and drive change
 - Create fun and a little weirdness
 - Be adventurous, creative, and open-minded
 - Pursue growth and learning
 - Build open and honest relationships with communication
 - Build a positive team and family spirit
 - Do more with less
 - Be passionate and determined
 - Be humble

Learning the Zappos way

- Stories
- Hero
- Rites and Rituals

Benefits of Working for Zappos

- Medical, dental, vision, and life insurance plus nutrition classes, financial classes, seminars
- Free food
- Lifestyle programs
- MUCH more...



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