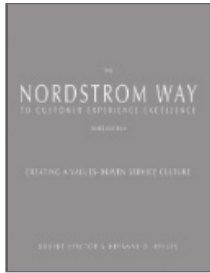


E-BOOKS

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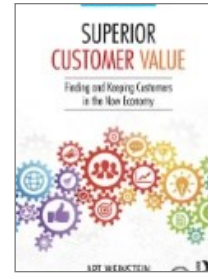
The Nordstrom Way to Customer Experience Excellence



Customer Service in Tourism and Hospitality



The Customer Service Survival Kit:



Superior Customer Value



Customer Service Games for Training

SUGGESTED KEYWORDS

Active listening skills
Business communication
Call center
Client service
Communication skills
Consumer behavior
Consumers
Customer
Customer assistance

Customer communication
Customer equity
Customer loyalty
Customer orientation
Customer relation
Customer satisfaction
Customer service
Etiquette
Information service

Marketing
Office practice
Organizational behavior
Phone etiquette
Positive language
Product service
Service quality
Serviceability
Time management skills

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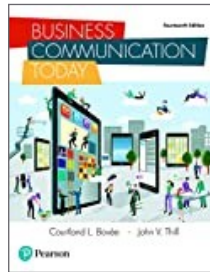
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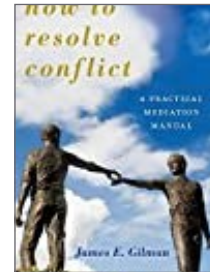
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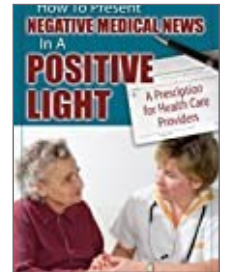
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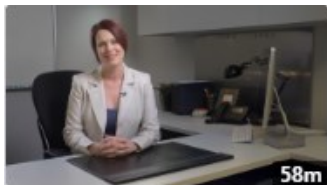


610.696 C314h

SHELF NUMBERS

651.73	Oral communication
658.8	Marketing
658.812	Customer services
658.834*	Consumer behavior

STREAMING VIDEOS



Business Etiquette:
Phone, Email, and Text



Working with Upset
Customers



Business Etiquette: Meetings,
Meals, and Networking Events



Creating a Positive Customer
Experience

ACADEMIC JOURNALS & PERIODICALS

- Customer Needs and Solutions
- Customer Relationship Management (CRM)
- Incentive
- Marketing Science
- Journal of Retailing
- Teller Vision



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