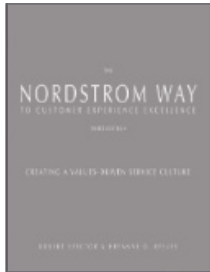


## E-BOOKS

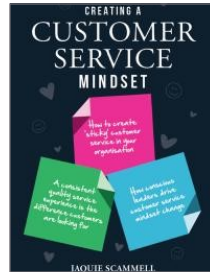
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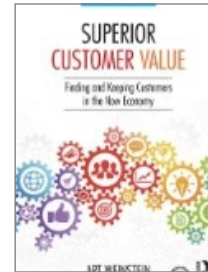
The Nordstrom Way to Customer Experience Excellence



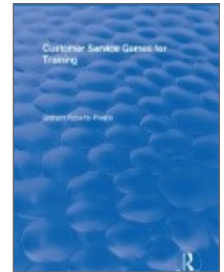
Customer Service in Tourism and Hospitality



Creating a Customer Service Mindset



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

## DATABASES

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- [ProQuest U.S. Newsstream](#)
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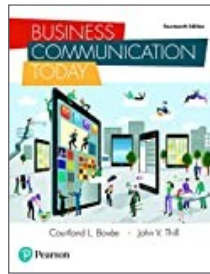
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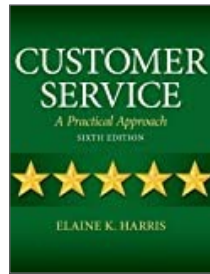
## BOOKS (PRINT)



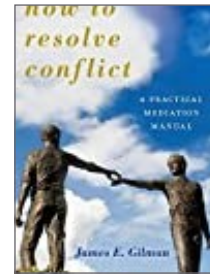
A Guide to Customer Service Skills for the Service Desk Professional



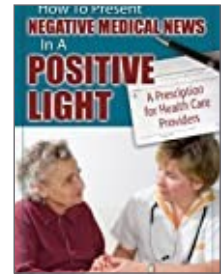
Business Communication Today



Customer Service: A Practical Approach



How to Resolve Conflict

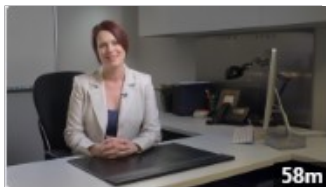


How to Present Negative Medical News in a Positive Light

## SHELF NUMBERS (LIBRARY 2ND FLOOR)

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 [Click on pictures or links](#)

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[Customer Relationship Management \(CRM\)](#)

[Incentive](#)

[Marketing Science](#)

[Journal of Retailing](#)

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