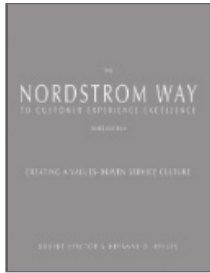


## E-BOOKS

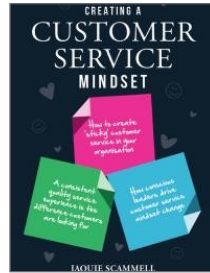
Click on titles



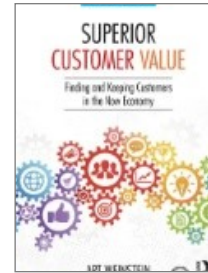
The Nordstrom Way to Customer Experience Excellence



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

Academic Search Premier  
Business Source Premier  
Credo Reference  
eBook Central  
EBSCO eBook Collection  
Films on Demand  
Issues & Controversies

Kanopy  
LinkedIn Learning  
Masterfile Complete  
Newspaper Source Plus  
OmniFile Full Text Select  
Opposing Viewpoints  
ProQuest U.S. Newsstream

ProQuest Research Library  
Regional Business News  
Wausau Daily Herald

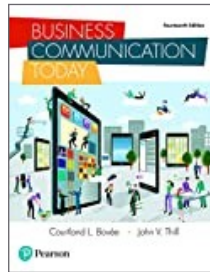
### Contact Us

Website [www.ntc.edu/library](http://www.ntc.edu/library)  
Email [library@ntc.edu](mailto:library@ntc.edu)  
Phone 715.803.1115

## BOOKS (PRINT)



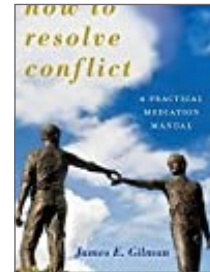
004.0688 K727c



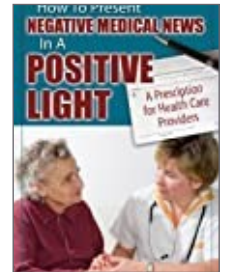
658.45 B669b



658.812 H24c



303.69 G42h

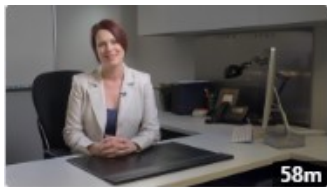


610.696 C314h

## 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 & PERIODICALS

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



Photo by Geralt | Pixabay