

The Only Thing That Matters: Bringing the Power of the Customer into the Center of Your Business

Albrecht, Karl

Perfect Phrases for Customer Service

Bacal, Robert

Stewardship: Choosing Service Over Self-Interest

Block, Peter

Managing Customer Satisfaction

Gerson, Richard

Exceeding Customer Expectations

Kazanjian, Kirk

The New Gold Standard: The Ritz Carlton Hotel Company

Michelli, Joseph

In a Downturn, Provoke Your Customers

Lay, Hewlin and Moore

The Nordstrom Way to Customer Service Excellence

Spector & McCarthy