

HR

Human Resources

Customer Service

Professional Development Library



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

Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling Any Situation

Raving Fans: A Revolutionary Approach to Customer Service

Measuring Customer Satisfaction

Exceeding Customer Expectations

Be Our Guest: Perfecting the Art of Customer Service

In a Downturn, Provoke Your Customers

The New Gold Standard: The Ritz Carlton Hotel Company

What's Your Purple Goldfish: 12 Ways to Win Customers & Influence Word of Mouth

The Nordstrom Way to Customer Service Excellence