

QUALITY CUSTOMER SERVICE

Book List Suggestions

- Customer Service on the Internet by Jim Sterne
- e-service by Ron Zemke and Tom Connelan
- UP Your Service! by Ron Kaufman
- Winning with the Customer from Hell, A Survival Guide by Shaun Belding
- Unleashing Excellence by Dennis Snow & Teri Yanovitch
- Award Winning Customer Service by Renee Evenson
- Your Call is Not That Important to Us by Emily Yellin
- Customer Satisfaction is Worthless by Jeffrey Gitomer
- Customer Loyalty Guaranteed Chip R. Bell & John R. Patterson
- That's Customer Focus by Ray Miller and Laura E. Miller
- Exceptional Customer Service by Lisa Ford, David McNair, William Perry and Tony Hsieh
- Customers for Life by Carl Sewell and Paul Brown
- The Cult of the Customer by Shep Hyken
- 1001 Ways to Keep Customers Coming Back for More by Donna Greiner and Theodore Kinni
- Achieving Excellence through Customer Service by John Tschohl
- Best Practices by Robert Hiebeler, Charles Kettelman and Thomas B Kelly
- Coaching Knock Your Socks Off Service by Ron Zemke
- Customers for Life by Carl Sewell
- Customer Mania by Ken Blanchard, Jim Ballard and Fred Finch
- Customer Once, Client Forever by Richard Buckingham
- The Customer Revolution by Patricia B Seybold

- Customer Satisfaction is Worthless... Customer Loyalty is Priceless! By Jeffrey Gitomer
- Customer Winback by Jill Griffin and Michael W Lowenstein
- Delivering Happiness by Tony Hsieh
- Delivering Knock Your Socks Off Service by Kristin Anderson and Ron Zemke
- Delivering Quality Service by Valarie A Zeithaml
- Earn Their Loyalty by Robert Brown, Ph.D
- Hug Your Customers by Jack Mitchell
- “I Love You More Than My Dog” by Jeanne Bliss
- Managing Knock Your Socks Off Service by Chip R Bell and Ron Zemke
- Moments of Truth by Jan Carlzon
- Monkey Business by Sandy Wight, Mick Hager and Steve Tyink
- The Must-Have Customer by Robert Gordman and Armin Brott
- Positively Outrageous Service by T Scott Gross
- Tom Peters Trilogy – The Reinventing Work Series: The Professional Service Firm 50 by Tom Peters
- Raving Fans by Ken Blanchard and Sheldon Bowles
- Service Breakthroughs by James L Heskett
- Sustaining Knock Your Socks Off Service by Thomas K Connellan and Ron Zemke
- Tales of Knock Your Socks Off Service by Kristin Anderson and Ron Zemke
- There’s a Customer Born Every Minute by Joe Vitale
- Total Customer Service by William H Davidow
- What Clients Love by Harry Beckwith
- Who’s Your Gladys by Marilyn Suttle and Lori Jo Vest
- Who Stole My Customer?? By Harvey Thompson