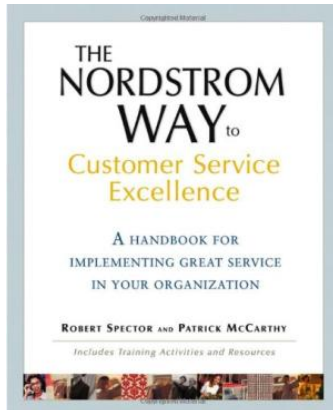


Download PDF

THE NORDSTROM WAY TO CUSTOMER SERVICE EXCELLENCE: A HANDBOOK FOR IMPLEMENTING GREAT SERVICE IN YOUR ORGANIZATION



Wiley, 2005. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: Introduction. PART I: What Managers Can Do to Create Nordstrom-Style Service. 1. The Nordstrom Story: How a Century of Family Leadership Created a Culture of Entrepreneurship, Consensus, and Service. Exercise: What Is Our Company's History? 2. Spreading the Service Culture: Publicly Celebrate Your Heroes; Promote from Within. Exercise: Tell the Story of Your Company's Heroes. Exercise: What Do We Stand For? 3. Line Up...

Download PDF The Nordstrom Way to Customer Service Excellence: A Handbook For Implementing Great Service in Your Organization

- Authored by Robert Spector
- Released at 2005



Filesize: 1.56 MB

Reviews

The publication is simple in go through preferable to fully grasp. I am quite late in start reading this one, but better then never. It is extremely difficult to leave it before concluding, once you begin to read the book.

-- **Mrs. Josiane Collins**

I just started reading this article ebook. It really is writter in easy phrases and not difficult to understand. I am just very happy to tell you that here is the very best pdf we have read during my individual life and might be he very best ebook for actually.

-- **Camren Kuvalis**

This pdf is worth buying. It is actually writter in basic words and not confusing. Its been printed in an remarkably basic way in fact it is merely following i finished reading this publication through which really altered me, affect the way i really believe.

-- **Dr. Linwood Lehner IV**