

The Nordstrom Way To Customer Service Excellence: The Handbook For Becoming The "Nordstrom" Of Your Industry By Robert Spector

By Robert Spector

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Robert Spector, The Nordstrom Way

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(1.877.882.5368) or

<http://www.youtube.com/watch?v=t9hSijJHUi8>

Jan 21, 2010 Outstanding customer service - the key to successful organizations, a competitive differentiator and a facilitator of customer loyalty - synonymous with

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Mar 14, 2014 The Nordstrom retail customer experience: The Seattle-based retailer's expert customer service lessons, via customer service speaker and consultant Micah

<http://www.forbes.com/sites/micahsolomon/2014/03/15/the-nordstrom-two-part-customer-experience-formula-lessons-for-your-business/>

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PublishingTrends.com continues its regular column of book reviews for the publishing industry with Robert Spector's The Nordstrom Way.

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13 quotes from The Nordstrom Way: The Inside Story of America's #1 Customer Service Company: Don't reinvent the wheel. Focus on winning one customer at

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There's even an entire book dedicated to distilling their unique formula, rightfully titled, "The Nordstrom Way to Customer Service Excellence," along with several

<http://www.shopify.com/blog/15517012-how-nordstrom-made-its-brand-synonymous-with-customer-service-and-how-you-can-too>

Nordstrom, Inc. is an American upscale fashion retailer, founded by John W. Nordstrom and Carl F. Wallin and headquartered in Seattle. The company began as a shoe

<http://en.wikipedia.org/wiki/Nordstrom>

Nov 14, 2012 Robert Spector is an international bestselling author, speaker and consultant who has worked with numerous Fortune 500 companies worldwide.

<http://www.youtube.com/watch?v=JwgfFgKlC3E>

including Robert Spector and other Customer The Nordstrom Way to Customer Service Excellence: The Handbook for Becoming the Nordstrom of Your Industry.

<https://www.bigspeak.com/customer-experience-service-speakers/robert-spector/>

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How Nordstrom built the world s best customer-service machine. From no-questions-asked returns to hand deliveries, Nordstrom is throwing down the gauntlet in

<http://www.canadianbusiness.com/innovation/secrets-of-nordstrom-customer-service/>

Based on his bestseller The Nordstrom Way to Customer Service Excellence: The Handbook for Becoming the Nordstrom of Your Industry, speaker Robert Spector takes

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The Nordstrom Way shows the direct link between empowering your employees and creating a long-term relationship with your customers. More businesses should follow

<https://www.overdrive.com/media/780198/the-nordstrom-way-to-customer-service-excellence>