

# **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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The Nordstrom Way To Customer Service Excellence: The Handbook For Becoming The "Nordstrom" Of Your Industry

The Nordstrom Way to Customer Service Excellence, published in 1996, has consistently been one of the best-selling backlist books on customer service, with more than

, The Nordstrom Way to Customer Service Excellence: The Handbook For Becoming the "Nordstrom" of Your Industry. Robert Spector, The Nordstrom Way

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

Feb 24, 2013 This is the review of The Nordstrom Way to Customer Service Excellence: The Handbook For Becoming the Nordstrom of Your

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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

publishing industry with Robert Spector's The Nordstrom Nordstrom Way to Customer Service Excellence for becoming the Nordstrom of your industry

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

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

of your industry. Responsibility: Robert Spector, # The Nordstrom way to customer service excellence : the handbook for becoming the "Nordstrom" of your

Robert Spector The Nordstrom Way to Customer Service practical guide to becoming the Nordstrom of your industry. Way to Customer Service Excellence: A

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

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

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May 09, 2012 For more information on Robert Spector please contact Crown Speakers Bureau at 1.877.8-TALENT (1.877.882.5368) or

Praise for The Nordstrom Way "Outstanding customer service and Nordstrom's are synonymous. The innovative approach has allowed them to find out what the customers

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