

Working with Upset Customers

with Jeff Toister

Additional Resources

This page contains a list of links to additional resources that can help you better serve upset customers.

Email Tips

You can sign up to receive a weekly customer service reminder via email.

[Customer Service Tip of the Week Email](#)

More from Jeff Toister

- **Book:** [Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About It](#)
- **Blog:** [Inside Customer Service](#)

Additional Resources

Customer Service Books

- *Raving Fans*, by Ken Blanchard and Sheldon Bowles
- *The Fred Factor*, by Mark Sanborn
- *Delight Your Customers*, by Steve Curtin

Websites

- For contact center pros: [International Customer Management Institute \(ICMI\)](#)
- For technical support pros: [HDI](#)

Customer Service Blogs

- [Customer Service Life Blog](#)
- [Customers That Stick](#)
- [Customer Think](#)
- [I'm Your Server Not Your Servant](#)