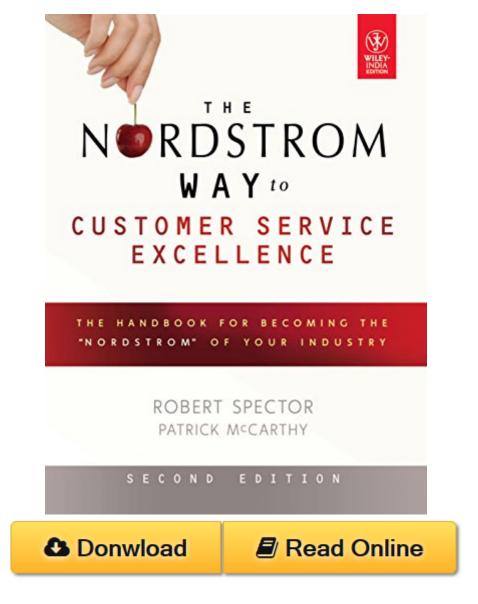
The Nordstrom Way to Customer Service Excellence (Business) PDF



The Nordstrom Way to Customer Service Excellence (Business) by Robert Spector ISBN 8126536462

Virtually every company wants to be the nordstrom of their industry. Nordstrom is one of only five companies to make fortune's "best companies to work for" and "most admired" list every year the surveys have been taken. Despite its position in the hard-hit retail sector, nordstrom, with 193 stores in 28 states, never experienced a quarterly loss during the recent economic downturn. The nordstrom way to customer service, second edition explains what every business can learn from the world's most famous customer-service-driven company.

The Nordstrom Way to Customer Service Excellence (Business) Review

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