

Recommended Resource List: Customer Service

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- *Members of the general public* should contact their local public library for interlibrary loan service for audiobook, book and DVD titles and to confirm that the local public library offers downloadable titles through [Kentucky Libraries Unbound](#)

Audiobooks

Blanchard, Kenneth H. **Customer Mania!** New York: Simon & Schuster Audio, 2004. Call number: [SR CD 658.812 Blan](#)

Yokoyama, John. **When Fish Fly: [Lessons for Creating a Vital and Energized Workplace from the World Famous Pike Place Fish Market]**. Santa Ana, CA: Books on Tape, 2004. Call number: [SR CD 658.314 Yoko](#)

Books

Cook, Sarah. **Complaint Management Excellence: Creating Customer Loyalty through Service Recovery**. Philadelphia: Kogan Page, 2012. [Download from Kentucky Libraries Unbound](#)

Delivering Knock Your Socks Off Service. 5th ed. New York: AMACOM, 2012. Call number: [658.812 Deli](#)

Evenson, Renée. **Customer Service Training 101**. 2nd ed. New York: AMACOM, 2011. Call number: [658.812 Even](#)

King, David Lee. **Face2Face: Using Facebook, Twitter, and Other Social Media Tools to Create Great Customer Connections** . Medford, NJ: CyberAge Books/Information Today, Inc., 2012. Call number: 302.30285 King

Videos/DVDs

All Dogs Are Created Equal. 3 min. Telephone Doctor, 2004. DVD. Call number: DV 658.812 All

Customer Service the Royal Treatment. 19 min. Coastal Training Technologies, 2004. DVD. Call number: VC DV 658.812 Cust

Essential Elements of Internal Customer Service. 18 min. Telephone Doctor, 2003. DVD. Call number: VC DV 395.52 Esse

Fish! Catch the Energy. Release the Potential. 17 min. Charthouse Learning, 2008, c2002. DVD. Call number: VC DV 658.314 Fish

Give 'em the Pickle! 18 min. Media Partners, 2002. Video or DVD. Call number: VC DV 658.812 Give

Manners at Work: Etiquette in the Workplace. 20 min. Film Ideas, 2006. DVD. Call number: VC DV 395.52 Mann

The Service Mentality: a Mind-set for Serving Customers. 23 min. Telephone Doctor, 2002. DVD. Call number: VC DV 651.73 Serv

So Help Me (employee edition). 16 min. Los Angeles: Video Visions, 2005. DVD. Call number: VC DV 658.812 So

So Help Me (supervisor edition). 18 min. Los Angeles: Video Visions, 2005. DVD. Call number: VC DV 658.812 So

That's Just Rude! Exploring the Rudeness Matrix. 14 min. Telephone Doctor, 2004. DVD. Call number: VC DV 658.812 That

Websites

<http://www.managementhelp.org/customer/service.htm>

How to Ensure Strong Customer Service and Customer Satisfaction offers information on different aspects of the topic: customer service basics, handling customer complaints and measuring customer satisfaction.

<http://managementhelp.org/communicationsskills/listening-skills.htm>

How to Improve Your Listening Skills of the Free Management Library offers information on listening skills.