



LIBRARY SERVICES UNIT
Customer Service Reading Supplement

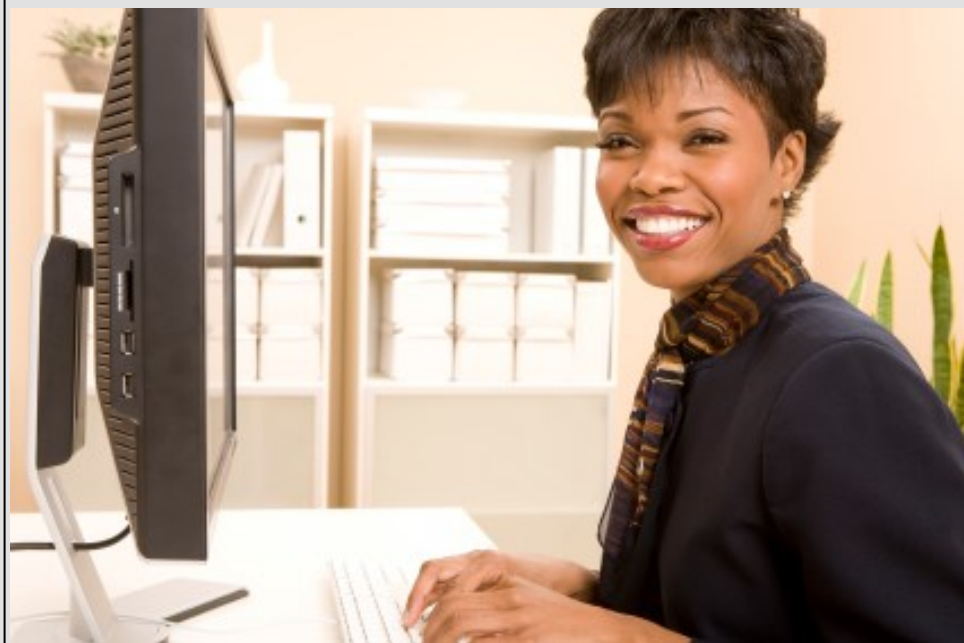
AUGUST 2017

Library Supplemental Reading List

HEART TRUST/NTA

IN COLLABORATION WITH THE MINISTRY OF
EDUCATION

ONLINE DATABASE RESOURCES



CUSTOMER SERVICE



HEART Trust/NTA:
TVET Development and Support Systems: Learning Resources Development Department
LIBRARY SERVICES UNIT- AUGUST 2017

CUSTOMER SERVICE

PROQUEST - E-BOOKS/JOURNALS

- Barlow, J., & Stewart, P. (2006). Branded customer service : the new competitive edge. Retrieved from <https://ebookcentral.proquest.com/http://ebookcentral.proquest.com/lib/heartnta-ebooks/reader.action?ppg=1&docID=483742&tm=1505946047016>
- Cole, L. (2005). Thoughts on customer service. *Machine Design*, 77(23), 129. Retrieved from <https://search.proquest.com/docview/217184252?accountid=171581>
- Customer service; utility style, proven strategies for improving customer service and reducing customer care costs. (2006). *Reference and Research Book News*, 21(1) Retrieved from <https://search.proquest.com/docview/199675012?accountid=171581>
- DiGenio, J. (2007). Providing good customer service. *The Armed Forces Comptroller*, 52(2), 43-44. Retrieved from <https://search.proquest.com/docview/194765145?accountid=171581>
- Franco, J. J. (1992, 03). Create a service-oriented company. *Transportation & Distribution*, 33, 47. Retrieved from <https://search.proquest.com/docview/234102370?accountid=171581>
- Gerson, R. (1998). Beyond customer service : keeping customers for life. Retrieved from <http://ebookcentral.proquest.com/lib/heartnta-ebooks/reader.action?ppg=1&docID=3116963&tm=1505946181264>
- Kuo-Chien, C., Mu-Chen, C., Chia-Lin, H., & Kuo, N. (2010). The effect of service convenience on post-purchasing behaviours. *Industrial Management & Data Systems*, 110(9), 1420-1443. doi: <http://dx.doi.org/10.1108/02635571011087464>
- Scott, D. (2000). Customer satisfaction. Retrieved from <http://ebookcentral.proquest.com/http://ebookcentral.proquest.com/lib/heartnta-ebooks/reader.action?ppg=2&docID=3117006&tm=1506012738600>
- Stubenbordt, P. M. (2012). The impact of customer service part 2: Providing exceptional customer service. *Ocular Surgery News*, 30(7), 29-30. Retrieved from <https://search.proquest.com/docview/1010389731?accountid=171581>
- Taking care of the customer. (1994). *Hospital Materiel Management Quarterly*, 16(1), 62. Retrieved from <https://search.proquest.com/docview/234425910?accountid=171581>

EBSCOHOST—EBOOKS/JOURNALS

- Delvin, K. (2015). *Customer Service Training*. Alexandria, VA: Association For Talent Development. Retrieved from: <http://search.ebscohost.com/login.aspx?direct=true&db=nlebk&AN=1066810&site=ehost-live>
- Eliason, F. (2012). *At Your Service : How to Attract New Customers, Increase Sales, and Grow Your Business Using Simple Customer Service Techniques*. Hoboken, N.J.: Wiley. Retrieved from: <http://search.ebscohost.com/login.aspx?direct=true&db=nlebk&AN=450086&site=ehost-live>
- Evenson, R. (2012). *Customer Service Management Training 101 : Quick and Easy Techniques That Get Great Results*. New York: AMACOM. Retrieved from: <http://search.ebscohost.com/login.aspx?direct=true&db=nlebk&AN=392639&site=ehost-live>
- Finch, L. C. (2009). *Telephone Courtesy & Customer Service : Be Your Company's Lifeline to Customers*. [Rochester, N.Y.]: Axzo Press. Retrieved from: <http://search.ebscohost.com/login.aspx?direct=true&db=nlebk&AN=383354&site=ehost-live>
- Goodman, J. A. (2009). *Strategic Customer Service : Managing the Customer Experience to Increase Positive Word of Mouth, Build Loyalty, and Maximize Profits*. New York: AMACOM. Retrieved from: http://search.ebscohost.com/login.aspx?direct=true&db=nlebk&AN=274210&site=ehost-live&ebv=EB&ppid=pp_i
- Lam, C. F., & Mayer, D. M. (2014). When Do Employees Speak up for Their Customers? A Model of Voice in a Customer Retrieved from: <http://search.ebscohost.com/login.aspx?direct=true&db=bsh&AN=97638747&site=ehost-live>
- Martins, F. (2016). *Win the Customer : 70 Simple Rules for Sensational Service*. New York: AMACOM. Retrieved from: <http://search.ebscohost.com/login.aspx?direct=true&db=nlebk&AN=1016460&site=ehost-live>
- SHACKLETT, M. (2017). Great Customer Service Takes EMPATHY. *CRM Magazine*, 21(6), 18-22. Retrieved from: <http://search.ebscohost.com/login.aspx?direct=true&db=14r&AN=123381700&site=ehost-live>