Recommended Resource List: Customer Service

To request a title from the State Library:

- *State government employees* should follow the call number link to the KDLA Catalog and click on the "Make a Request" tab on the right. Complete the form with your name, library card number, and delivery choice. Then click on "Submit Form." Requests can also be made by calling the State Library's Circulation Desk at (502) 564-8300, ext. 337 or (800) 928-7000, ext. 337. Materials can be delivered by messenger mail in Frankfort or by UPS to field/district offices (return postage included).
- *Public Library staff* should use the OCLC Interlibrary Loan system for audiobook and book requests and the Public Library Visual Materials/Kit Request form for videos and DVDs.
- *Members of the general public* should contact their local public library for interlibrary loan service.

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

Bacal, Robert. **Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling Any Situation.** New York: McGraw-Hill, 2005. Call number: 658.812 Baca

Bell, Chip R. **Managing Knock Your Socks Off Service.** 2nd ed. New York: AMACOM, 2007. Call number: 658.812 Bell

Blacharski, Dan. **Superior Customer Service: How to Keep Customers Racing Back to Your Business--Time-tested Examples from Leading Companies.** Ocala, FL: Atlantic Pub. Group, 2006. Call number: 658.812 Blac

Delivering Knock Your Socks Off Service. 4th ed. New York: AMACOM, 2007. Call number: 658.812 Deli

Evenson, Renée. **Award-winning Customer Service: 101 Ways to Guarantee Great Performance.** New York: AMACOM, 2007. Call number: 658.812 Even

Friedman, Nancy. **The Good, the Bad and the Ugly: Customer Service Stories**. [Manchester, MO]: Independent Pub. Corp., 2007. Call number: 658.812 Frie

Ukens, Lorraine L. **101 Ways to Improve Customer Service: Training, Tools, Tips, and Techniques.** San Francisco: Pfeiffer; Hoboken, NJ: J. Wiley & Sons Inc., 2007. Call number: 658.812 Uke

What Managers Say, What Employees Hear: Connecting with Your Front Line (So They'll Connect with Customers). Westport, CT: Praeger Publishers, 2006. Call number: 658.45 What

Videos

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

Communicating with Customers (Workplace essential skills. Program 12). 29 min. KET, 1999. Video. Call number: VC 650.14 Work

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

The First Mile: the Essential ART of Customer Service. 17 min. American Training Resources, 2002. Video. Call number: VC 658.812 Firs

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

How to Deal with the Foreign Accent. 12 min. Telephone Doctor, [2000]. DVD. Call number: DV 395.59 How

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

The Other Side of the Window: Providing Exceptional Service in Government. 19 min. CRM Learning, 2001. Video. Call number: VC 658.812 Othe

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

What Do You Say? the Right Words at the Right Time. 28 min. Media Partners, 2003. Video. Call number: VC 658.812 What

Websites

http://www.managementhelp.org/customer/service.htm
Customer Service offers information on different aspects of the topic: creating a favorable impression; customer focus; and getting customer feedback. This information was compiled by Carter McNamara for The Management Assistance Program for Nonprofits (St. Paul, MN). Last accessed on October 14, 2008.

http://www.managementhelp.org/commskls/listen/listen.htm
Interpersonal Listening Skills of the Free Management Library offers information on listening skills. This information is assembled by Carter McNamara PhD for the Management Assistance Program for Nonprofits (St. Paul, MN). Last accessed on October 14, 2008.

http://www.sba.gov/smallbusinessplanner/manage/marketandprice/SERV_CUSTSERVICE.html
Customer Service is provided by the Small Business Administration. Tips include the Golden Rules of Customer Service and Five Rules of Customer Care. Last Accessed on October 14, 2008.