

THE  
**NORDSTROM**  
**WAY** *to*  
**CUSTOMER SERVICE**  
**EXCELLENCE**

THE HANDBOOK FOR BECOMING THE  
"NORDSTROM" OF YOUR INDUSTRY

SECOND EDITION

ROBERT SPECTOR  
PATRICK McCARTHY



John Wiley & Sons, Inc.

# Nordstrom Way

**Lynda Falkenstein**

## **Nordstrom Way:**

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extraordinary customer service In this new edition of the management classic the authors explore in depth the core values of the culture that have made Nordstrom synonymous with legendary customer service These essential values have enabled Nordstrom to survive and adapt to dramatic market shifts regularly since 1901 and the new edition explains how the Nordstrom approach can be emulated by any organization in any industry in every corner of the world This is not a book about selling shoes or clothes or cosmetics or jewelry It is a book about how underlying values such as respect trust compensation and even fun are the building blocks of a culture where employees are empowered to consistently deliver a world class experience to customers Nordstrom believes that the employee experience determines the customer experience and that when you attract and reward people who are comfortable in a service oriented culture then everyone succeeds both individually and collectively No wonder Nordstrom is one of only five companies to make Fortune s Best Companies to Work For and Most Admired lists every year since those surveys have been taken With new interviews from senior Nordstrom executives and family members the book explains how to successfully respond to today s tech savvy time crunched customers who demand a convenient seamless painless personal experience across all channels Nordstrom gives its frontline people all the digital tools necessary to satisfy the customer and your organization must do the same if it wants to adapt The authors show what it takes to earn brand loyalty lead through change and uncertainty and combine extraordinary brick and mortar with online experiences The single most important reason we try to provide great service is this It enables us to sell more says co president Blake Nordstrom great grandson of the founder The best way for our company to achieve results is to do what s best for the customer In this book readers will find Suggestions for becoming the Nordstrom of your industry The ten values that define a customer driven culture Lessons for providing superior service and experience across all channels

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industry **The Nordstrom Way** ,2010 [The Nordstrom Way](#) Spector,1997-06-01 **Organizational Behavior** Joseph E. Champoux,2010-09-07 Presents an introduction to the field of organizational behavior This title follows a practical approach that shows the power of organizational behavior theory for understanding one s behavior and the behavior of others in any organization **Contemporary Business** Louis E. Boone,David L. Kurtz,Brahm Canzer,2021-12-06 Student friendly engaging and accessible Contemporary Business 19e equips students with the skills to assess and solve today s global business challenges and succeed in a fast paced environment Designed to drive interest in business our newest edition offers a comprehensive approach to the material including a variety of resources to support today s students Its modern approach wealth of videos relevant and up to date content and career readiness resources keep your course current and engaging **Amazon.com** Robert Spector,2009-03-17 In Amazon com Jeff Bezos built something the world had never seen He created the most recognized brand name on the Internet became for a time one of the richest men in the world and was crowned the king of cyber commerce Yet for all the media exposure the inside story of Amazon com has never really been told In this revealing unauthorized account Robert Spector journalist and best selling author gives us this up to date fast paced behind the scenes story of the company s creation and rise its tumultuous present and its uncertain future

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**Into the Value Zone** Ron Wood,2008 Into the Value Zone provides business leaders with an uncomplicated approach to evaluate their own company and the competition Professor Ron Wood explains strategies that will help managers to create and execute initiatives that achieve sustainable results with enduring value for their clients and to manage their company s assets with efficiency Professor Wood outlines a concise business model for managers that highlights market trends uncovers the impact of new technologies and enables them to see their company s placement against the competition in The Big Picture Book jacket **The Nordstrom Way to Customer Service Excellence** Robert

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veteran a b facey music by mario millo vocals by j

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