

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

Danny Miller, Isabelle Le Breton-Miller

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Robert Spector, breAnne O. Reeves, 2017-10-03 Top Ten Business Books For 2017 Forbes The fully revised and updated edition of the classic book about Nordstrom's 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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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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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 Spector, 2005 A new how to version of a customer service classic First published in 1995 The Nordstrom Way has consistently been one of the bestselling backlist books on customer service with over 100 000 copies sold This new book replaces The Nordstrom Way with an even more practical guide to becoming the Nordstrom of your industry It is designed for customer service managers and trainers who will find it an invaluable resource for designing their own training programs Through training exercises hiring questionnaires and customer service development tools the authors not only explain the The

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