

Immigration Information

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2.10 Further Reading on Customer Service.

This chapter provides you with some tools for providing excellent service. If you are interested in learn about customer service, the following list contains some of the sources consulted in preparing this chapter. One of these sources offers more information about this important topic.

Aguilar, Leslie and Linda Stokes. *Multicultural Customer Service: Providing Outstanding Service Across Cultures*. New York, NY: McGraw Hill, 1996.

Anderson, Kristin and Ron Zemke. *Delivering Knock Your Socks Off Service*. (revised edition) New York, NY: American Management Association, 1998.

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Heskett, James L., W. Earl Sasser, and Leonard A. Schlesinger. *The Service Profit Chain: How Leading Companies Link Profit and Growth to Loyalty, Satisfaction, and Value*. New York, NY: Free Press, 1997.

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Morgan, Rebecca. *Calming Upset Customers: Staying Effective During Unpleasant Situations*. Menlo Park, CA: Crisp Publications, 1996.

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Thompson, George J. and Jerry B. Jenkins. *Verbal Judo: The Gentle Art of Persuasion*. New York, NY: HarperCollins, 1997.

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U.S. Social Security Administration. *Operations: Committed to Providing World-Class Courteous Servi*
Washington, DC: U.S. Government Printing Office, 1994.

Willingham, Ron. *Hey, I'm the Customer: Frontline Tips for Providing Superior Customer Service*. Para
Prentice Hall, 1992.

Footnotes Chapter 2 Footnotes

- /1 These expectations were determined through customer service research conducted by the profe
service firms, PricewaterhouseCoopers LLP, and Arthur Andersen LLP.
- /2 Jan Carlzon, as quoted by Karl Albrecht, *The Only Thing That Matters: Bringing the Power of the
into the Center of Your Business* (New York: Harper Business, 1992),pp. 116-117.
- /3 Many of the concepts in the following section come from Leslie Aguilar and Linda Stokes, *Multicul
Customer Service: Providing Outstanding Service Across Cultures* (New York: McGraw Hill, 1996
- /4 Aguilar and Stokes *Multicultural Customer Service*, p. 24: and cultural diversity training materials
professional services firm, PricewaterhouseCoopers.
- /5 See CommunityPolicing Consortium, "Cultural Diversity," at www.communitypolicing.org/cultural/i
(Washington, D. C. :June 1996), pp. 1-2; Aguilar and Stokes, *Multicultural Customer Service*, pp. 2
James W. Leigh, *Communicating for Multiculrural Competence* (Boston: Allyn and Bacon, 1998), p
- /6 Kristin Anderson and Ron Zemke, *Delivering Knock Your Socks Off Service*, pp. 59-60
- /7 Anderson and Zempke, *Delivering Knock Your Socks Off Service*, pp. 59-60
- /8 Harvard University School of Business Administration, "The Phychology of Waiting Lines" (Camb
President and Fellows of Harvard College, 1994)
- /9 This list was adapted from Rebecca Morgan, *Calming Upset Customers: Staying Effective During
Situations* (California: Crisp Publications, 1996), p. 12
- /10 Anderson and Zempke, *Delivering Knock Your Socks Off Service*, pp. 59-60
- /11 This framework for voluntary compliance was adapted from George J. Thompson and Jerry B.
Verbal Judo: The Gentle Art of Persuasion (New York: William Morrow, 1993) pp. 95-102

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