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- Scott, D. M. [The New Rules Of Sales And Service - How To Use Agile Selling, Real-Time Customer Engagement, Big Data, Content, and Storytelling To Grow Your Business \(Revised and Expanded\)](#) John Wiley & Sons, 2016 Z 10 SCO
- Cockerell, L [The Customer Rules: The 39 Essential Rules For Delivering Sensational Service](#) Profile Books, 2013 Z 10 COC
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- Stevens, D [Brilliant Customer Service](#) Prentice Hall, 2010 Z 10 STE
- Performance Research Associates [Delivering Knock Your Socks Off Service \(4th Ed\)](#) Amacom, 2007 Z 10 DEL
- Leland, K; Bailey, K [Customer Service for Dummies \(3rd Ed\)](#) Wiley Publishing, 2006 Z 10 LEL
- Miglani, B [Treat Your Customers - Thirty Lessons on Service and Sales That I Learned at My Family's Dairy Queen Store](#) Hyperion, 2006 Z 10 MIG (Basement)
- Belding, S [Dealing with the Customer from Hell: A Survival Guide](#) Kogan Page Ltd; 2005 Z 10 BEL
- Sewell, C et al [Customers For Life: How To Turn That One-Time Buyer Into A Lifetime Customer \(Revised Edition\)](#) Crown Business, 2002 Z 10 SEW
- Horovitz, J ; Panak, MJ [Total Customer Satisfaction](#) Pitman London, 1992 Z 10 HOR (Basement)

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