

# Library Resource List for Customer Service

## Books

This is a selection of the books that **Crawley Library** and **West Sussex** have, which can be borrowed or reserved free of charge.

### Crawley Library

*Shelved at 658.812*

- Brilliant Customer Service – Stevens, D
- Service Operations Management – Johnston, R
- Ten Principles behind Great Customer Experiences – Watkinson, M
- Seven Levels of Communication – Maher, M J
- Customer Service – Bradley S
- Measuring Customer Experience – Klaus, P
- The Customer Rules – Cockerell, L

*Shelved at 658.85*

- Challenger Sale: How to take control of the Customer – Dixon, M



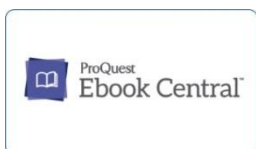
## Online Resources

**Access via Crawley Library CCG Online pages.**

*Direct access in college or via Shibboleth outside College using your usual College username and password*



## eBooks



- BTEC Level 2 First Business – Needham, D
- BTEC Nationals Business Student Book 1 – Phillips, J
- BEC Introduction to Business – Seliet H



- Dangerous Customer Service – Stenner, K
- Quality Customer Service – Martin, W K
- NVQ Level 2 Certificate Customer Service – Pilbeam S



**Social and contemporary issues in the UK with topics, facts, figures and further research information**

**Useful search terms:** consumerism, customer care

**Useful articles:** Topic: Consumerism



**Recorded TV programmes available to watch in College or at home.**

- Inside the Supermarket
- Inside John Lewis
- Inside Tesco
- Inside Asda



# COBRA

COMPLETE BUSINESS REFERENCE ADVISER

**Unique business information resource with over 300 business information profiles and fact sheets.**

Invaluable for:

- Starting up a business
- Writing a business plan
- Conducting market research

**Access only available in Crawley Library and any other West Sussex Libraries.**

## Useful Websites:



### West Sussex Business Resources

Links to useful resources from West Sussex Council, including MyWorkSearch, Law & Rights and Law & Business.