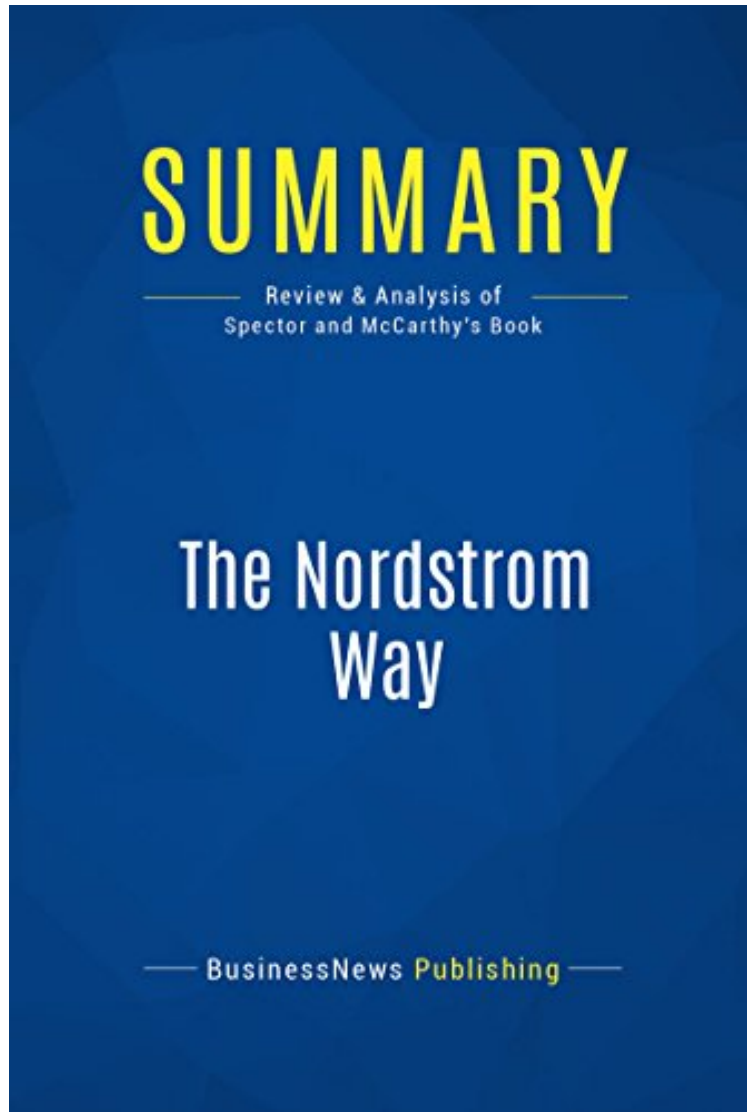


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The must-read summary of Robert Spector and Patrick McCarthy's book: "The Nordstrom Way: Inside America's #1

Customer Service Company". This complete summary of the ideas from Robert Spector and Patrick McCarthy's book "The Nordstrom Way" explains the philosophy of this company on doing whatever it takes to create a satisfied customer. In their book, the authors demonstrate how Nordstrom organizes and empowers its employees to use their initiative in practice. Thanks to this freedom, employees find innovative and appropriate ways to provide customers with knock-out levels of service. This summary provides the reader with useful knowledge about how to deliver amazing customer service and is a must-read for all leaders who want their company to be successful. Added-value of this summary:

- Save time
- Understand key concepts
- Expand your knowledge

 To learn more, read "The Nordstrom Way" and find out how you can learn from the world's best customer service company and achieve excellence.