



Customer Service Specialist Resources

Lanier Technical College Library
Oakwood Campus Room 350



Contact the Library

Library Website: <http://www.laniertech.edu/library>

Ask a Librarian: (770) 531-6379 or bhedrick@laniertech.edu

START YOUR RESEARCH HERE (Go to the [Library web site](#) and click for these resources)

Credo Reference Online Books Username for Off-Campus Access: 910054321

- [BUSINESS: The Ultimate Resource - Dictionary of Business and Management](#)
- [Dictionary of Human Resources and Personnel Management](#)
- [The Ultimate Business Library, Wiley](#)

EBSCOhost eBooks (Over 30,000 online books which may be viewed at home or campus)

*** Current GALILEO password required for off-campus ***

Customer Bonding: Pathway to Lasting Customer Loyalty

Kindness Revolution: The Company-Wide Culture Shift that Inspires Phenomenal Customer Service

Handbook of CRM: Achieving Excellence in Customer Management

Maran Illustrated Computers: A Guided Tour

Maran Illustrated Microsoft Access 2003

Maran Illustrated Microsoft Excel 2003

Maran Illustrated Microsoft Office 2003

Microsoft Access 2003: Forms, Reports, and Queries

Quest for Loyalty: Creating Value through Partnership

Questions that Sell: The Powerful Process for Determining What Your Customer Really Wants

QuickSteps Microsoft Office Excel 2003

QuickSteps Microsoft Office Word 2003

Perfect Phrases for Customer Service: Hundreds of Tools, Techniques, and Scripts for Handling any Situation

Power to Predict: How Real-Time Businesses Anticipate Customer Needs, Create Opportunities, and Beat the Competition

Smart Things to Know About Customers

Think like Your Customer: A Winning Strategy to Maximize Sales by Understanding How and Why Your Customers Buy

Visibooks Guide to Access 2003

Visibooks Guide to Excel 2003

Visibooks Guide to Word 2003

GALILEO

The following databases are available online through GALILEO on each of the five Lanier Technical College libraries.

Databases:

[ABI/INFORM Complete \(at ProQuest\)](#) - Articles, business and management.

[Academic Search Complete](#) - Articles, some peer-reviewed, all topics.

[Business Source Complete](#) - Articles, some peer-reviewed, company information.

[Regional Business News](#) - Newspaper articles, business, regional.

[Research Library \(at ProQuest\)](#) - Articles, all topics, peer-reviewed.

Searching the Library Catalog

The Library Catalog shows books at all LTC libraries. Go to the LTC Library home page and click on [Library Catalog](#). Start with a **Keyword Search** (Customer service, etc.)

Computer and Microsoft Office Books at Lanier Technical College Libraries

Ask the librarian for assistance, or browse by call number.

A Piece of the Pie: The Story of Customer Service at Publix

Oakwood Campus: HF5415.5 .P5 C3 2005

Access 2007 for Dummies

Forsyth Campus: QA76.9.D3 U47 2007

Beyond "Hello": A Practical Guide for Excellent Telephone Communication and Quality Customer Service

Winder Campus: HF5541 .T4 D38

Computers: Understanding Technology

Forsyth Campus: QA76 .F81452 2005

Customer Service: Career Satisfaction through Customer Satisfaction

Forsyth Campus: HF5415.5 .T513 2001

Customer Service: Skills for Success

Forsyth Campus: HF5415.5 .L83 2009

Go! With Microsoft Office Excel 2003

Forsyth & Oakwood: HF5548.4.M523 P728 2004

Microsoft Office Access 2007 Step-by-Step

Oakwood Campus: QA76.9 .D3 L347 2007

Microsoft Office Excel 2003: Comprehensive Concepts and Techniques

Dawson Campus: HF5548.4 .M523 S53

Microsoft Office Word 2007 Step-by-Step

Oakwood Campus: Z52.5 .M52 C69 2007

Microsoft Word 2003

Forsyth Campus: Z52.5.M52 C667 2003

Useful Websites

[Business.gov](#)

[Hoover's: The Business Information Authority](#)

[Microsoft Office Training](#) (Microsoft Office product tutorials)

[Online Women's Business Center](#)

Business Magazines at the Library (Oakwood Campus)

[Business Week](#)

[INC Magazine](#)

[Office Solutions](#)

[Sales and Marketing Management](#)