

Additional Resources

Customer Service Foundations

with Jeff Toister



Author Information

- **Website:** <https://www.toistersolutions.com>
- **LinkedIn:** <https://www.linkedin.com/in/jefftoister>
- **Book:** [*The Service Culture Handbook: A Step-by-Step Guide to Getting Your Employees Obsessed with Customer Service*](#)
- **Tips:** [Customer Service Tip of the Week](#)
- **Blog:** [Inside Customer Service](#)

Books

- *Be Your Customer's Hero* – Adam Toporek
- *Be Amazing or Go Home* – Shep Hyken
- *Turning Rants into Raves* – Randi Busse and Carol Heady

Podcasts

- [Behind the Review](#), Episode 59, How to Save Time and Money by Analyzing Your Reviews
- [Inside Intercom](#), Jeff Toister on a guaranteed customer experience
- [Crack the Customer Code](#), Episode 496, Jeff Toister, The Guaranteed Experience

Customer Service Blogs

- [Customer Service Life](#)
- [Shep Hyken's Customer Service Blog](#)
- [HelpScout Blog](#)

More Training Videos

- [Working with Upset Customers](#) – LinkedIn Learning
- [Building Rapport with Customers](#) – LinkedIn Learning
- [Phone-Based Customer Service](#) – LinkedIn Learning
- [Writing Customer Service Emails](#) – LinkedIn Learning
- [Managing Customer Expectations](#) – LinkedIn Learning