Customer Service Specialist Resources
Lanier Technical College Library
Oakwood Campus Room 350

Contact the Library
Library Website: [http://www.laniertech.edu/library](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
- 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