Service Excellence @ Windsor

Resources Consulted

The following resources were consulted to develop this guide:

BOOKS AND OTHER RESOURCES

Cook, Ross. Cultural Communication Guide, 2012.

Evenson, Renee. Customer Service Training 101, 2005.

Kamin, Maxine. Customer Service Training, 2002.

Leland, Karen & Keith Bailey. Customer Service, 2006.

Martin, Judith and Thomas Nakayama. Intercultural Communication in Contexts, 2010.

OHREA, Accessible Customer Service Handbook and Learning module, 2017.

WEBSITES

Carleton University:
www.carleton.ca/service-excellence

Central Michigan University:
www.cmich.edu/fas/hr/serviceexcellence

Government of Canada:
www.noslangues-ourlanguages.gc.ca/en/blogue-blog/inclusifs-gender-inclusive-eng?wbdisable=true

Montana State University:
www.montana.edu/serviceexcellence

Reve Chat:
www.revechat.com/blog/live-chat-etiquette/

Saint Xavier University:
www.sxu.edu/about/governance/president/service-excellence

University of Ottawa:
www.excellence.uottawa.ca/en

University System of Georgia:
www.usg.edu/service_excellence

University of Victoria:
www.uvic.ca/brand/story/style/inclusivity/index.php

University of Windsor:
www.uwindsor.ca/studentexperience/wellness
www.uwindsor.ca/studentexperience/299/students-concern
www.uwindsor.ca/studentcounselling
www.uwindsor.ca/ohrea

Service Excellence Vision

Together, we foster a culture of success and support by making every interaction an exceptional experience.

For more information go to **www.uwindsor.ca/serviceexcellence**

University of Windsor