



Robert Spector is one of America's leading experts on customer experience and employee experience.

He is the author of the business book classic *THE NORDSTROM WAY: The Inside Story of America's Number One Customer Service Company*. *BusinessWeek* says, "For anyone looking to understand customer service at its best, this book bubbles with insights."

The all-new Third Edition is *THE NORDSTROM WAY to Customer Experience Excellence: Creating a Values-Driven Service Culture*, which *Forbes* magazine selected as "Top Business Book of 2017".

Robert gives entertaining keynotes to a vast array of companies, organizations, trade associations, conventions, corporate retreats, governmental agencies, non-profits, and special meetings in 27 countries.

He is included in the "100 Best Keynote Speakers" by DataBird Research Journal, as well as "World's Top 30 Customer Service Professionals" by Global Gurus Research.

His other books include *AMAZON.COM: Get Big Fast*—the definitive story of the company, which has been translated into 18 languages, and *THE MOM & POP STORE: True Stories From the Heart of America*, a memoir of practical customer service lessons learned working in his immigrant family's butcher shop.

Robert contributes articles to many publications, including *The New York Times* and *The Wall Street Journal*. He is a guest on national and local television, radio and podcasts, and is quoted in publications throughout the world.

He is currently working on a new book, *THE SEATTLE EFFECT*, which explains the customer-focused strategies of Seattle-based icons Nordstrom, Amazon, Starbucks, Costco, Boeing, Microsoft, REI, and Pearl Jam.

Robert Spector

Speech Topics

- Technology
- Management
- Economics
- Customer Service



Testimonials

"When it comes to customer service, Robert practices what he preaches."

- McKesson Corporation.

"Robert did an excellent job connecting with our audience of luxury real estate professionals. Our group loved him! Nothing but glowing reviews."

- Who's Who in Luxury Real Estate.