

a brief biography of

# ROBERT SPECTOR



*Robert Spector* is a best-selling author, international speaker, and customer service expert. Based in Seattle, he has helped companies create their customer service experiences for over 30 years.

Robert is recognized worldwide as the ultimate authority on customer service and the *Nordstrom Way*. He is the author of the business classic *The Nordstrom Way: The Inside Story of America's Number One Customer Service Company*.

Robert believes that the elements of world – class customer service are the same, whether they come from Spector's Meat Market (his family's mom & pop store), Nordstrom, or Amazon.com, the subject of his international bestseller *Amazon.com: Get Big Fast*.

He has contributed articles to publications nationwide, including The New York Times, The Wall Street Journal, Sports Illustrated, and National Lampoon. He has been a guest expert on countless national and local television, radio, and internet programs, and is quoted in publications throughout the world.

A graduate of Franklin & Marshall College, Robert taught retail leadership at the University of Washington School of Business, drawing from the work he's done on Seattle-based giants including Nordstrom, Amazon.com, Starbucks and Costco.