

---

# Customer Loyalty How To Earn It How To Keep It

---

Harvard Business Review on Increasing Customer Loyalty

Customer Winback

Discovering Customer Loyalty

Cracking the Code to Customer Devotion

5 Rules to Win Back Trust, Credibility, and Customers in a Digitally Distracted World

How Tesco Continues to Win Customer Loyalty

Retail Survival of the Fittest: 7 Ways to Future Proof Your Retail Store

Connect with Customers to Build Trust, Foster Loyalty, and Grow a Successful Business

The Science Behind Creating Great Experiences and Lasting Impressions

How Today's Leaders Build Lasting Relationships

Five Decisions That Drive Extreme Customer Loyalty in Good Times and Bad

How to Earn It, How to Keep It

Youtility

Why Smart Marketing Is about Help Not Hype

Customer Loyalty and Brand Management

Customer Experience 3.0

The Customer Loyalty Loop

I'll Be Back

Winning the Battle for Share

Evergreen

Winning on Purpose

How to Recapture Lost Customers--And Keep Them Loyal

You Can't Buy Customer Loyalty, But You Can Earn It

Unfiltered Marketing

Taming the Search-and-Switch Customer

Customer Satisfaction is Worthless, Customer Loyalty is Priceless

How to Recapture Lost Customers--And Keep Them Loyal

Service Profit Chain

More Loyal Customers

How Smaller Companies Earn Customer Loyalty

High-Profit Strategies in the Age of Techno Service

The Unbeatable Strategy of Loving Customers

Game-Based Marketing

Customer Loyalty

The Power of Loyalty

Understanding and Managing Customers

How to Make Customers Love You, Keep Them Coming Back and Tell Everyone They Know

Conquering the New Battleground for Customer Loyalty

*Customer Loyalty How To Earn It How To Keep It*

Downloaded from [db.mwpai.edu](http://db.mwpai.edu) by guest

---

## BECK HARLEY

---

Harvard Business Review on Increasing Customer Loyalty Pearson Education Land your next customer with total confidence you'll keep them for the long-term. Keep Your Customers shares a fresh perspective on the old problem of customer relations. Ali Cudby shares with business leaders how to set up customer engagement for loyalty with a company culture to support it. Keep Your Customers provides from real-world consumer behavior stories, business best practices and CEO-led case studies featuring industries ranging from technology (ClusterTruck, PERQ), consumer packaged goods (Soapbox) and retail (Esprit de la Femme, Urban Stems). Interviews with renown venture capitalists Mark Suster and Kara Nortman of Upfront Ventures, Square Capital executive Jackie Reses, and indie music Shudder To Think's frontman Craig Wedren are also featured. Forward by Springboard Enterprises Founder Kay Koplovitz. Keep Your Customers is ideal for business leaders who want to grow without being stuck in the endless grind of new customer acquisition. It shares the strategies and tactics that boost long-term customer value. Who can benefit from reading Keep Your Customers? Business Leaders interested in tying consumer behavior to customer retention through brand loyalty. Entrepreneurs looking to crack the customer relations mystery wide open while they grow their business - not losing clients. Managers and leaders at all levels in all industries who want to improve communication skills across their teams while massively improving

the overall customer experience in ways that actually make a difference.

*Customer Winback* AMACOM

#1 Amazon BESTSELLER...Customer Service#1 Amazon

BESTSELLER...Professional

Development#1 Amazon

BESTSELLER...EducationDon't let your

Competitors beat you to this book...go

get your copy NOW! Who Is This For? If

you are in business as an Entrepreneur,

Legal, Financial, or Accounting

Professional, a small to medium business

Owner, a Manager, Supervisor or

someone who interacts directly with

customers AND... \* You're tired of losing

valuable clients, and have had enough of

customers leaving your company or

practice \* You've had enough of the gut-

wrenching stress and dejection every

time customers post negative online

reviews \* You want to halt the trend of

finding out that your angry or merely

satisfied customers are flocking to your

competitors \* You want to stop your

online reputation from further being

damaged \* You'd like to significantly

boost your revenue \* You want to thrive

and not just survive in a challenging

Economy \* You and your staff want to

master the easiest and most effective

way of taking care of angry or

disgruntled customers \* You'd like to

build rapport, connect more

meaningfully with your customers, and

tap into the most powerful marketing

strategy in the world which is word-of-

mouth advertising then this Book is just

for you.Your Window of Opportunity to

Stand Out and Distinguish Yourself

Amidst the Average or Mediocre

Research shows that businesses who

provide poor customer service will not

only lose sales, but invariably also lose

their customers to competitors. It is

costing businesses an average of \$289

per Lost Customer per year. Multiply that one customer whose average lifetime with the company is hypothetically 5 years, and that's \$1,445 of lost revenue...for just that one customer. If that same business loses 2 customers in one year, that's \$2,890 of squandered revenue. And that's not even taking into account all the referrals that those customers could've sent their way. And the referrals of those referrals. Can you see how lost revenue can rapidly and exponentially escalate? According to the American Express 2011 Global Customer Service Barometer, an annual report conducted by Echo Research in 10 nations. \* "Good customer service leads to repeat business" \* "Poor service leads to lost sales" \* "Consumers are more likely to tell others about their poor customer service experiences" \* "Consumers will switch brands to get better Customer Service" In the American Express 2012 Global Customer Service Barometer, here are their findings. \* "Consumers think businesses are paying less attention to providing good customer service." \* "Only 7% of consumers said that the customer service experiences they have with companies usually 'exceed their expectations' (compared to 6% in 2011) and 31% said that companies usually 'miss their expectations' for customer service (compared to 29% in 2011)." \* "Most consumers still believe that companies are helpful, but aren't doing anything extra to keep their business." \* "Consumers will spend more with companies that provide excellent service." We'd appreciate it if you would please write a short review of this book. Thanks so much. Disclaimer: This book is very similar to "How to Stop Losing Patients NOW." But Customer Loyalty 101 caters more to companies and

businesses that are not in the Healthcare industry.

*Discovering Customer Loyalty* Lulu Press, Inc

Did you know that a 5% increase in customer loyalty could add an extra 25-100% of profit to your bottom line? Did you know that it costs 5-8 times more to get a new client than to keep an existing client? Did you know that loyal customers who buy regularly help you have predictable cash flow? This book gives you the 'why' and the 'how' of customer loyalty so you can have these benefits in your business. Just like in sports your business can have a playbook, a notebook that contains the game plays that make a team successful. Each chapter has a play diagram followed by an explanation, a case study and discussion questions to use with your team. There are four sections that build customer loyalty infrastructure into your business: leadership, engaged employees, designing the customer experience and targeted marketing. Recommended by Dr. Ivan Misner PhD, the founder of BNI (Business Networks International) and author of 17 books, this book in his words will "bring profit to your bottom line." He states this book is filled with, "everything you need to know to effectively build a growing and thriving business, maintain your customer base, and obtain long-term highly efficient employees." Inside this book are: -9 compelling reasons why you want to improve customer and client loyalty - 12 executable and customizable winning game strategies that you can use independently of the others to gain customer loyalty - - the ultimate end goal of a successful and sustainable business.

*Cracking the Code to Customer Devotion*

## CreateSpace

You must deliver an amazing customer experience. Why? It is the competitive edge of new-era business—in any market and any economy. Renowned customer experience expert Shep Hyken explains how consistently amazing customers through stellar service can elevate your company from good to great. All transformations require a role model, and Shep has found the perfect role model to inspire your team: Ace Hardware. Ace was named as one of the top ten customer service brands in America by Businessweek and ranked highest in its industry for customer satisfaction. Through revealing stories from Ace's over-the-top work with customers, Shep explores the five tactical areas of customer amazement: leadership, culture, one-on-one, competitive edge, and community. Delivering amazing service requires everyone in your organization to step up and be a leader. It doesn't take a title. It takes the right set of tools and principles. To help you empower employees at all levels, Shep brings the content to a deeply practical level. His 52 Amazement Tools—like “Ask the extra question” and “Focus on the customer, not the money”—are simple, clear, useful for almost anybody, and supported with compelling research and stories. Between these covers, you will find the tools and tactics you need to transform your company into a seriously customer-focused operation that will amaze every customer every time.

[5 Rules to Win Back Trust, Credibility, and Customers in a Digitally Distracted World](#) Customer LoyaltyHow to Earn It, How to Keep It

Reichheld draws upon case studies of a variety of businesses including Harley-Davidson, Dell Computer, and Enterprise

Rent-A-Car to show how employee and customer loyalty promote financial success. His approach to developing loyalty is based upon six principles of leadership including never profiting at the expense of partners, rewarding the right results, and honest communication. Reichheld is a Bain Fellow and author of *The Loyalty Effect*. c. Book News Inc.

## [How Tesco Continues to Win Customer Loyalty](#) Sound Wisdom

A breakthrough in how businesses connect with their customers to create an exceptional experience, every time. The most interesting thing about the way the Internet is shaping business growth today is being driven by consumer behavior online, and the vast majority of the conversation is how the business made the customer feel. The great divide: 80% of businesses believe they are providing 'superior' customer service, yet only 8% of their customers agree. Breaking through in a sea of sameness begins by returning to old school connectedness with your customers. As a successful entrepreneur, inventor, educator, and consultant, I've helped thousands of small business owners grow their profits by identifying the broken links in their work flow, creating an exceptional customer experience, and increasing their traffic. The old adage, "Nothing personal, it's just business," couldn't be farther from the truth in today's economy. Business is personal. Leveraging social proof, both through word of mouth marketing and online, begins when a business has developed lasting loyalty with their customers. Lasting loyalty happens when we feel a strong feeling of support or allegiance to someone. This book summarizes for a general audience results from a query put to customers, "What would a business have to do in

order to earn your loyalty?" The Customer Manifesto is the result of that query. By understanding what customers want to feel when they transact with a business, we can quickly adapt the way in which we interact with them with the goal of growing the relationship to the level of evangelist -- someone who will willingly and happily provide the critical social proof through business ratings and review websites, and through social networking. This book provides best practices from the highest rated businesses in hospitality and the insights from enterprise level businesses that have invested billions of dollars on customer insights in order to improve the way they do business. We've taken these principles and applied them to The Customer Manifesto so that local businesses can learn how to create an exceptional customer experience with every transaction. The stories and lessons are presented in the framework of the retail business, but these principles very much apply to the service based business where customers may be calling you, or an on-line business where you are measuring & monitoring the customer experience through the lens of your website analytics. Technology is an amazing tool for growing sales, but it is a waste of the two most valuable resources a small business has -- that of time and money -- if the customer experience is fair to middling. An exceptional experience is created when we prove to customers that they are valued and appreciated with every action, interaction, reaction & transaction.

*Retail Survival of the Fittest: 7 Ways to Future Proof Your Retail Store* Harvard Business Press

In business, if people merely like you, you're in trouble. They need to love you!

Learn how building loyalty and modeling great customer service behavior to develop frontline teams is the key to building raving fans. To thrive in today's economy, it's not enough for customers to merely like you. They have to love you. Win their hearts and they will not only purchase more—they'll talk you up to everyone they know. But what turns casual customers into passionate promoters? What makes people stick with you for the long haul? The industry experts at FranklinCovey set out to unlock the mysteries of gaining the customer's loyalty. In an extensive study that involved 1,100 stores and thousands of people, they isolated examples that stood out in terms of revenues and profitability. They found that these "campfire stores" burned brighter than the rest thanks to fiercely loyal customers and the employees who delight in making their customers' lives easier. Now *Fierce Loyalty* reveals the principles and practices of these everyday service heroes—the customer-facing employees who cultivate bonds and lift revenues through the roof. Full of eye-opening examples and practical tools, *Fierce Loyalty* helps you infuse empathy, responsibility, and generosity into every interaction and: Make warm, authentic connections Ask the right questions Listen to learn Discover the real job to be done Take ownership of the customer's issue Follow up and strengthen the relationship Share insights openly and kindly Surprise people with unexpected extras Model, teach, and reinforce these essential behaviors through weekly team huddles It's time to invest in building loyalty. Even small improvements mean a big boost to your bottom line...and improves your business overall.

**Connect with Customers to Build**

### **Trust, Foster Loyalty, and Grow a Successful Business**

Jossey-Bass  
Between smartphones, social media, mobile connectivity, and a plethora of other technological innovations changing the way we do almost everything these days, your customers are expecting you to be taking advantage of it all in order to enhance their customer service experience far beyond the meeting-the-minimum experiences of days past. Unfortunately, many companies are failing to take advantage of and properly manage these service-enhancing tools that now exist, and in return they deliver a series of frustrating, disjointed transactions that end up driving people away and into the pockets of businesses getting it right. Don't let that happen to you! Customer Experience 3.0 provides firsthand guidance on what works, what doesn't--and the revenue and word-of-mouth payoff of getting it right. Having managed more than 1,000 separate customer service studies, author John A. Goodman has created an innovative customer-experience framework and step-by-step roadmap that shows readers how to:

- Design and deliver flawless services and products while setting honest customer expectations
- Create and implement an effective customer access strategy
- Capture and leverage the voice of the customer to set priorities and improve products, services and marketing
- Use CRM systems, cutting-edge metrics, and other tools to deliver customer satisfaction

Companies who get customer service right can regularly provide seamless experiences, seeming to know what customers want even before they know it themselves . . . while others end up staying generic, take stabs in the dark to try and fix the problem, and end up dropping the ball. This groundbreaking, must-have guide

reveals how to delight customers using all the technological tools at their disposal.

### The Science Behind Creating Great Experiences and Lasting Impressions

Kogan Page Publishers

Loyalty strategist Roger L. Brooks invites you to take part in the growing loyalty movement and shows you how to build a successful loyalty strategy following 10 essential steps. Brooks covers the best practices and proven techniques from more than 12 customer loyalty leaders including: Chase, JetBlue, Verizon, Subway, Starbucks, Nordstrom, Wegman's, T.G.I. Friday's, CVS/pharmacy, Bank of Montreal, Saks Fifth Avenue and Men's Wearhouse. He provides a comprehensive 6-point initial launch plan plus strategy essentials including employee and company introductions to loyalty. In addition, you'll learn how to incorporate loyalty initiatives into your marketing plans and budgets and identify WOW factors to set your business apart from your competitors.

### **How Today's Leaders Build Lasting Relationships**

CreateSpace

Customer Loyalty Isn't Enough—Grow Your Share of Wallet The Wallet Allocation Rule is a revolutionary, definitive guide for winning the battle for share of customers' hearts, minds, and wallets. Backed by rock-solid science published in the Harvard Business Review and MIT Sloan Management Review, this landmark book introduces a new and rigorously tested approach—the Wallet Allocation Rule—that is proven to link to the most important measure of customer loyalty: share of wallet. Companies currently spend billions of dollars each year measuring and managing metrics like customer satisfaction and Net Promoter Score

(NPS) to improve customer loyalty. These metrics, however, have almost no correlation to share of wallet. As a result, the returns on investments designed to improve the customer experience are frequently near zero, even negative. With The Wallet Allocation Rule, managers finally have the missing link to business growth within their grasp—the ability to link their existing metrics to the share of spending that customers allocate to their brands. Learn why improving satisfaction (or NPS) does not improve share. Apply the Wallet Allocation Rule to discover what really drives customer spending. Uncover new metrics that really matter to achieve growth. By applying the Wallet Allocation Rule, managers get real insight into the money they currently get from their customers, the money available to be earned by them, and what it takes to get it. The Wallet Allocation Rule provides managers with a blueprint for sustainable long-term growth.

*Five Decisions That Drive Extreme Customer Loyalty in Good Times and Bad*  
Bard

How do you build a business that thrives during good times and bad? Is there a strategy that can set up your company up for success, no matter what curveballs the world may throw your way? There is: Turn customers into repeat customers, and turn repeat customers into loyal customers. Renowned customer service and experience expert Shep Hyken maintains that delivering an amazing customer service experience that keeps customers coming back for more is everyone's job. Customer service is not a department. It's not just for people on the front lines. It's the responsibility of everyone in the organization, from the CEO or owner of a business to the most recently hired

employee. It's the result of a customer-focused philosophy that must be baked into the culture. And it is what separates you from your competition. In I'll Be Back you will learn... How to design and create an experience that gets customers to return, again and again The one trackable trend that leaders must monitor every morning The difference between repeat customers and loyal customers How to build the I'll Be Back culture How delivering an amazing customer experience is within the reach of every organization The two simple words that are the secret to every customer service program Why most "loyalty programs" fail to create customer loyalty How to personalize the customer experience Why setting up or expanding self-service and digital customer service choices are a must, not an option Ten loyalty killers that can terminate your relationship with your customers And much more! This book includes the must-have tools, tactics and strategies you need to get your customers to say, "I'll be back!"

How to Earn It, How to Keep It Harvard Business Press

In *You Can't Buy Customer Loyalty But You Can Earn It*, Denis Pombriant, teases apart customer rewards programs and shows that they are not generating the loyalty that their sponsors need. Loyalty and rewards have a common root but they are fundamentally different. In this concise analysis Pombriant identifies what loyalty is in the modern marketplace and gives clear advice about how businesses at all levels can work to improve their loyalty results and drive greater revenues, better retention and enable customers to be happier about their vendor decisions.

**Youtility** Faris Digital Solutions Pte Ltd  
Hundreds of businesses have customers

who admire them, but only an elite few have true advocates—passionate, loyal, vocal fans—who rave about them to anyone who will listen. Jeanne Bliss, who served as a senior customer executive at five major companies, says there's no shortcut to becoming beloved—you can't hire a fancy marketing firm to get there. You earn it by how you decide to run your business—as Wegman's and Harley-Davidson have for decades and as relatively new companies like Zipcar and Zappos are doing right now. After studying and working with dozens of beloved companies, Bliss has identified five key decisions that lead to customer devotion:

- Decide to believe
- Decide with clarity of purpose
- Decide to be real
- Decide to be there
- Decide to say "sorry"

Her examples and advice will help readers sustain growth and profit even in a tough economy.

**Why Smart Marketing Is about Help Not Hype** Independently Published  
Offers strategies for turning customer satisfaction into customer loyalty, emphasizing the importance of word-of-mouth advertising

### **Customer Loyalty and Brand Management** Penguin

Everyone knows that the best way to create customer loyalty is with service so good, so over the top, that it surprises and delights. But what if everyone is wrong? In their acclaimed bestseller *The Challenger Sale*, Matthew Dixon and his colleagues at CEB busted many longstanding myths about sales. Now they've turned their research and analysis to a new vital business subject—customer loyalty—with a new book that turns the conventional wisdom on its head. The idea that companies must delight customers by exceeding service expectations is so entrenched that managers rarely even question it.

They devote untold time, energy, and resources to trying to dazzle people and inspire their undying loyalty. Yet CEB's careful research over five years and tens of thousands of respondents proves that the "dazzle factor" is wildly overrated—it simply doesn't predict repeat sales, share of wallet, or positive word-of-mouth. The reality: Loyalty is driven by how well a company delivers on its basic promises and solves day-to-day problems, not on how spectacular its service experience might be. Most customers don't want to be "wowed"; they want an effortless experience. And they are far more likely to punish you for bad service than to reward you for good service. If you put on your customer hat rather than your manager or marketer hat, this makes a lot of sense. What do you really want from your cable company, a free month of HBO when it screws up or a fast, painless restoration of your connection? What about your bank—do you want free cookies and a cheerful smile, even a personal relationship with your teller? Or just a quick in-and-out transaction and an easy way to get a refund when it accidentally overcharges on fees? *The Effortless Experience* takes readers on a fascinating journey deep inside the customer experience to reveal what really makes customers loyal—and disloyal. The authors lay out the four key pillars of a low-effort customer experience, along the way delivering robust data, shocking insights and profiles of companies that are already using the principles revealed by CEB's research, with great results. And they include many tools and templates you can start applying right away to improve service, reduce costs, decrease customer churn, and ultimately generate the elusive loyalty that the "dazzle



factor" fails to deliver. The rewards are there for the taking, and the pathway to achieving them is now clearly marked.

**Customer Experience 3.0** McGraw Hill Education (India) Pvt Ltd

Most firms consider the lost customer a lost cause. But in this ground breaking book, Jill Griffin and Michael Lowenstein provide you with step-by-step solutions for winning back lost customers, saving customers on the brink of defection, and making your firm defection proof.

Whether your business is small or large, product- or service-based, retail or wholesale, this book offers proven strategies for recognizing which lost customers have the highest win-back value and implementing a sure-fire plan to recover them. It includes the techniques of hundreds of innovative companies who are already working to recapture lost customers and keep them loyal. In today's hyper-competitive marketplace, no customer retention program can be entirely foolproof, but with this guide gives you today's best methods for winning back those customers you simply can't afford to let go.

Harvard Business Review Press  
Scoring Points is the compelling and dramatic inside story, told from a project point of view, of how the Tesco Clubcard was conceived, launched and developed. It explains in detail how Tesco collected, analysed and used customer data to become a retail giant, making customer loyalty marketing work when almost every other programme failed. By pairing its loyalty scheme with sophisticated information technology, Tesco set a new standard for knowing your customer. Scoring Points is one of the seminal marketing books of the last decade. A fascinating tale of what can be achieved through vision, a strong team

ethic and a company-wide commitment to customer satisfaction, it is an inspirational read for anyone in business, from junior marketers or salespersons working in an FMCG environment, to any practitioner looking to better analyse their customer base.

The Customer Loyalty Loop Harvard Business Press

"The Unexpected" posits a new theory about the relationship between service and customer loyalty, as well as how to execute it. Four elements comprise The Unexpected: It is memorable, distinguishable, viral, and profitable. Delivering The Unexpected starts at the top of an organization and requires senior executive buy-in. It is executed at ground level and requires empowerment of employees at all levels of an organization. The Unexpected does not have to be costly, and relies more upon creativity, innovation and training team members to see - and act upon - opportunities when they present themselves. Finally, it can be delivered by any organization in any industry and of any size. "The Unexpected" is designed for entrepreneurs and business owners; senior executives; educational professionals; and front-line service employees. The book is written by Howard Brodsky, co-founder and co-CEO of CCA Global Partners, a \$10 billion privately held organization; and Dustin S. Klein, publisher of Smart Business magazine and co-author of the Amazon #1 bestseller, "The Benevolent Dictator".  
*I'll Be Back* MDPI

Harness the power of games to create extraordinary customer engagement with Game-Based Marketing. Gamification is revolutionizing the web and mobile apps. Innovative startups like Foursquare and Swoopo, growth companies like Gilt and Groupon and

established brands like United Airlines and Nike all agree: the most powerful way to create and engage a vibrant community is with game mechanics. By leveraging points, levels, badges, challenges, rewards and leaderboards – these innovators are dramatically lowering their customer acquisition costs, increasing engagement and building sustainable, viral communities. Game-Based Marketing unlocks the design secrets of mega-successful games like Zynga’s Farmville, World of Warcraft, Bejeweled and Project Runway to give you the power to create winning game-like experiences on your site/apps. Avoid obvious pitfalls and learn from the masters with key insights, such as: Why good leaderboards shouldn’t feature the Top 10 players. Most games are played as an excuse to socialize, not to achieve. Status is worth 10x more than cash to most consumers. Badges are not enough: but they are important. You don’t need to offer real-world prizes to run a blockbuster sweepstakes. And learn even more: How to architect a point system that works Designing the funware loop: the basics of points, badges, levels, leaderboards and challenges Maximizing the value and impact of badges Future-proofing your

design Challenging users without distraction Based on the groundbreaking work of game expert and successful entrepreneur Gabe Zichermann, Game-Based Marketing brings together the game mechanics expertise of a decade’s worth of research. Driven equally by big companies, startups, 40-year-old men and tween girls, the world is becoming increasingly more fun. Are you ready to play?

*Winning the Battle for Share* John Wiley and Sons

Do you struggle with Sales? Do you fear selling? Would you like to learn how to keep customers for life? Is your business suffering? If so this book will benefit you because it will show you how to turn prospects into raving fans, earn their trust and keep your customers loyal with you. People will be begging to buy from you when you discover the secret to gaining and growing customer loyalty. Learn from Shanta, the dog who knows how to make unforgettable impression while building trust and credibility. After all, who knows more about loyalty than man's best friend? If you follow the easy to understand steps in this book you too will know how to make instant connections with potential clients and customers. Buy this book now!

Best Sellers - Books :

- [Stop Overthinking: 23 Techniques To Relieve Stress, Stop Negative Spirals, Declutter Your Mind, And Focus On The Present \(the](#)
- [The Complete Summer I Turned Pretty Trilogy \(boxed Set\): The Summer I Turned Pretty; It's Not Summer Without You; We'll Always Have Summer By Jenny Han](#)
- [Guess How Much I Love You By Sam Mcbratney](#)
- [Verity By Colleen Hoover](#)
- [Chicka Chicka Boom Boom \(board Book\) By Bill Martin Jr.](#)
- [A Court Of Silver Flames \(a Court Of Thorns And Roses, 5\) By Sarah J. Maas](#)
- [Things We Never Got Over \(knockemout\) By Lucy Score](#)
- [Chicka Chicka Boom Boom \(board Book\)](#)
- [Oh, The Places You'll Go!](#)
- [Regretting You By Colleen Hoover](#)