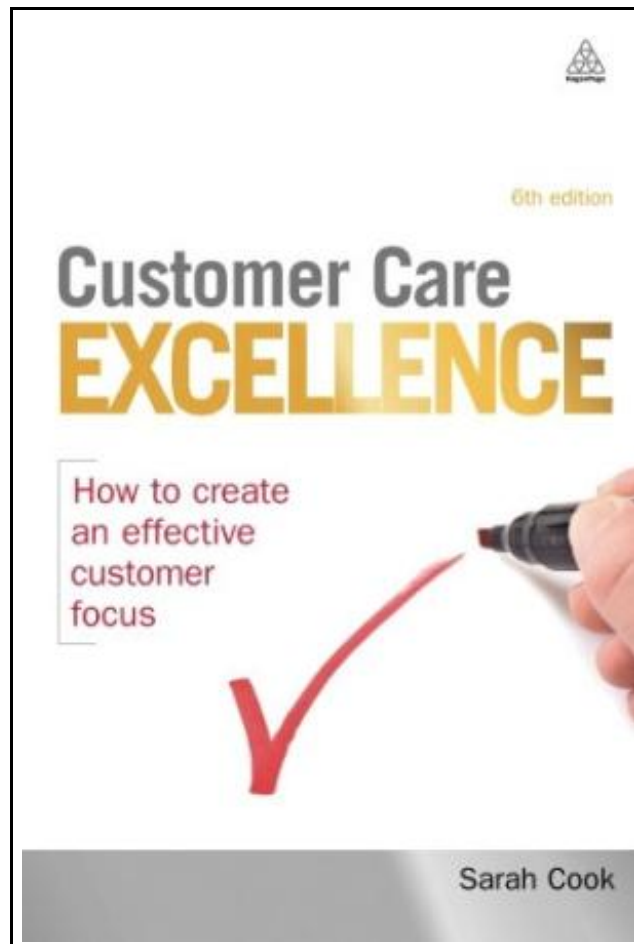


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CUSTOMER CARE EXCELLENCE, SIXTH EDITION: HOW TO CREATE AN EFFECTIVE CUSTOMER FOCUS

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