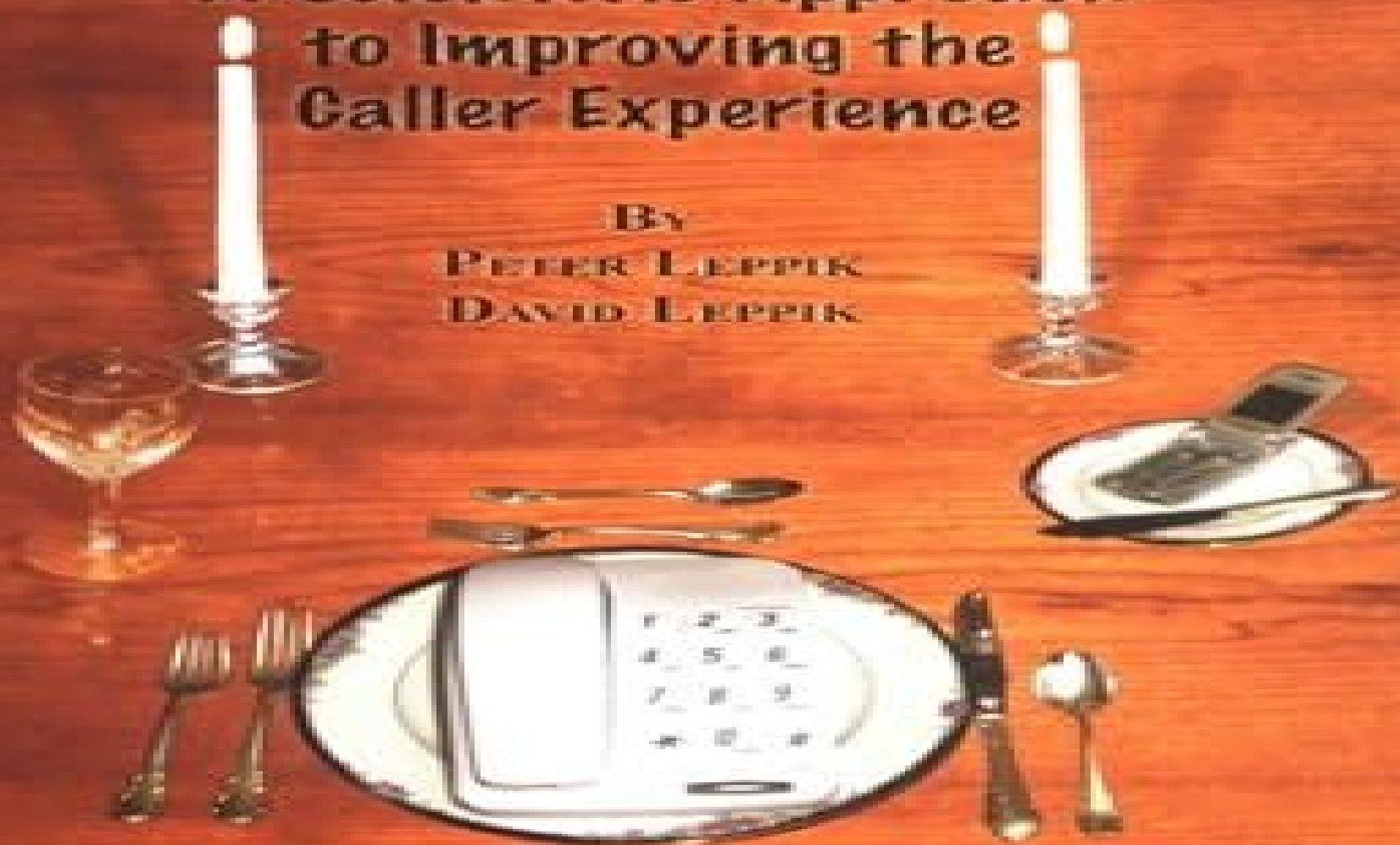


Gourmet Customer Service

A Scientific Approach
to Improving the
Caller Experience

By
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ILLUSTRATED BY JENNIFER STEADMAN

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