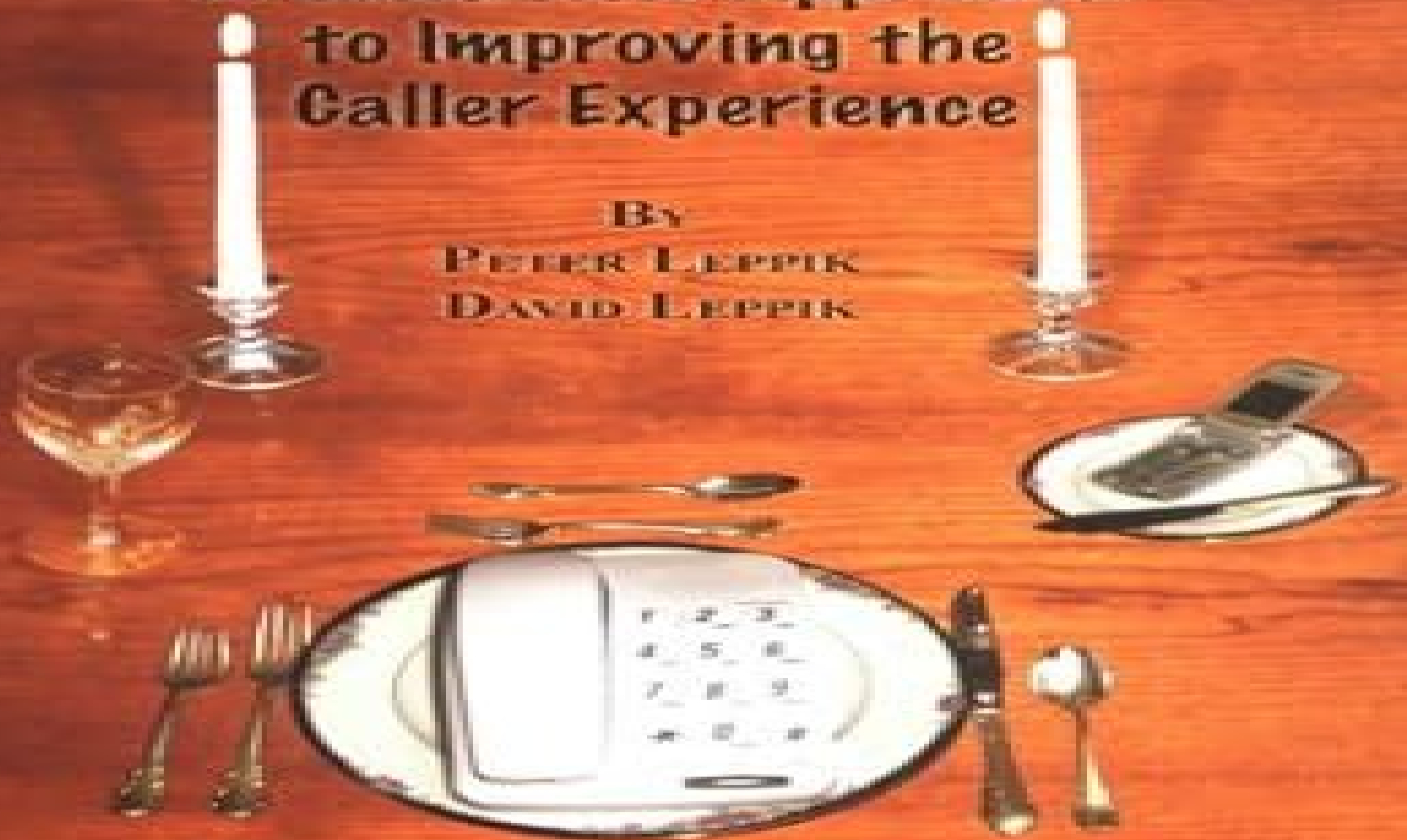


Gourmet Customer Service

A Scientific Approach
to Improving the
Caller Experience

By
PETER LEPPIK
DAVID LEPPIK



ILLUSTRATED BY JENNIFER STEADMAN

Gourmet Customer Service A Scientific Approach To Improving The Caller Experience

Clifford Lane



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