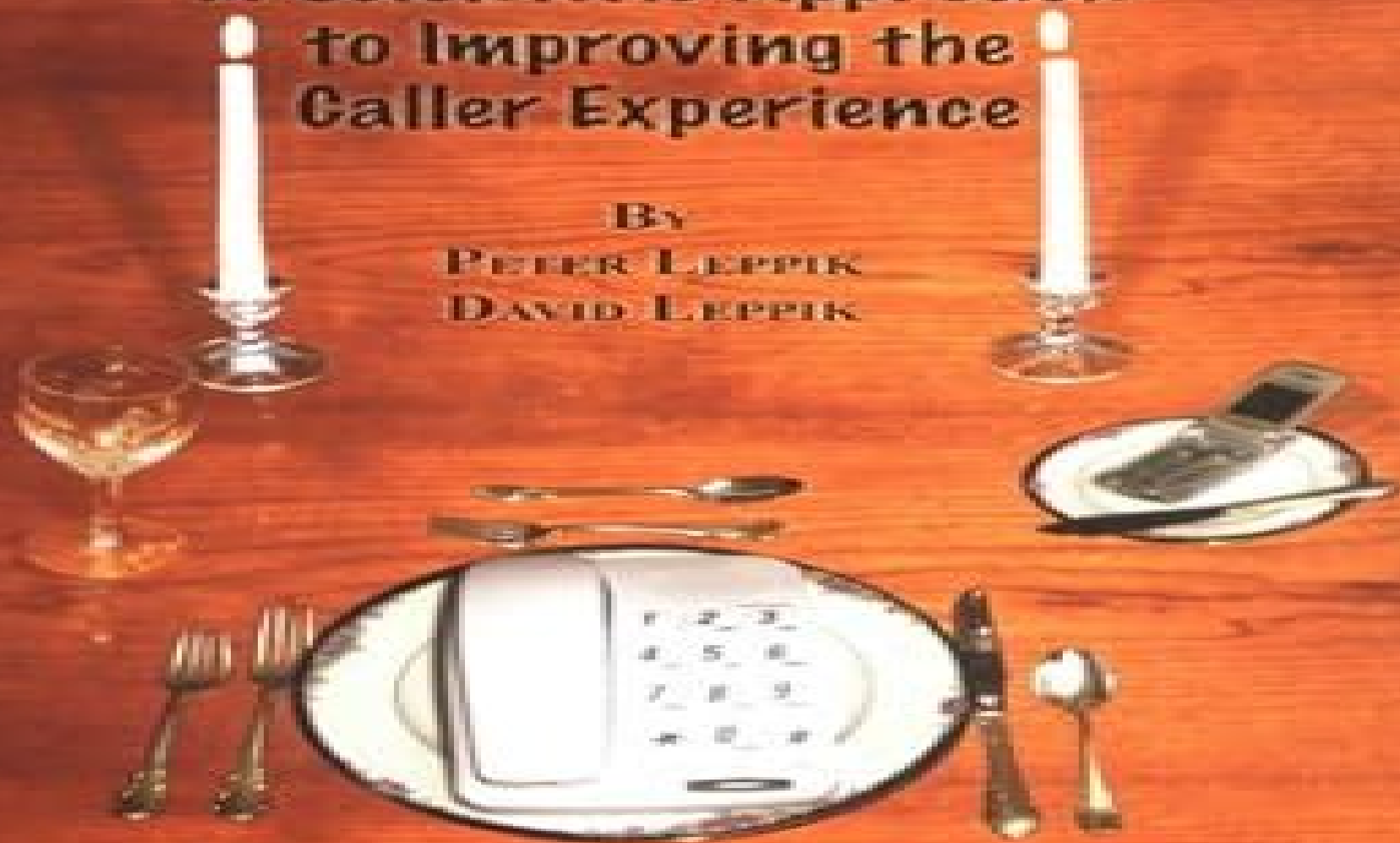


# Gourmet Customer Service

A Scientific Approach  
to Improving the  
Caller Experience

By  
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ILLUSTRATED BY JENNIFER STEADMAN

# Gourmet Customer Service A Scientific Approach To Improving The Caller Experience

**Christian Drosten**



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