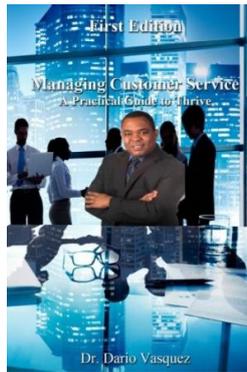


## Managing Customer Service: A Practical Guide to Thrive



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**(Twila Gutkowski)**

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