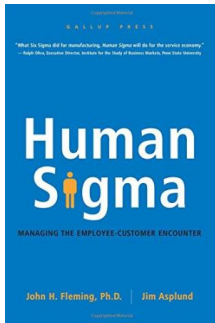


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## HUMAN SIGMA: MANAGING THE EMPLOYEE-CUSTOMER ENCOUNTER (HARDBACK)



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- Authored by John H. Fleming, Jim Asplund
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