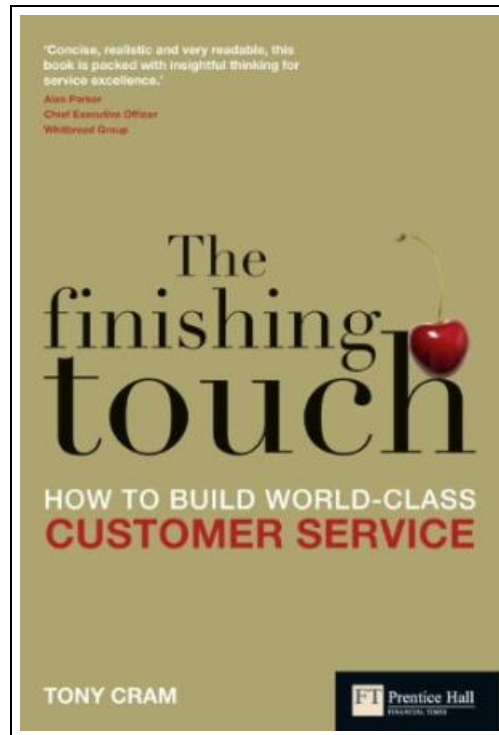


## The Finishing Touch: How to Build World-Class Customer Service (Paperback)



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