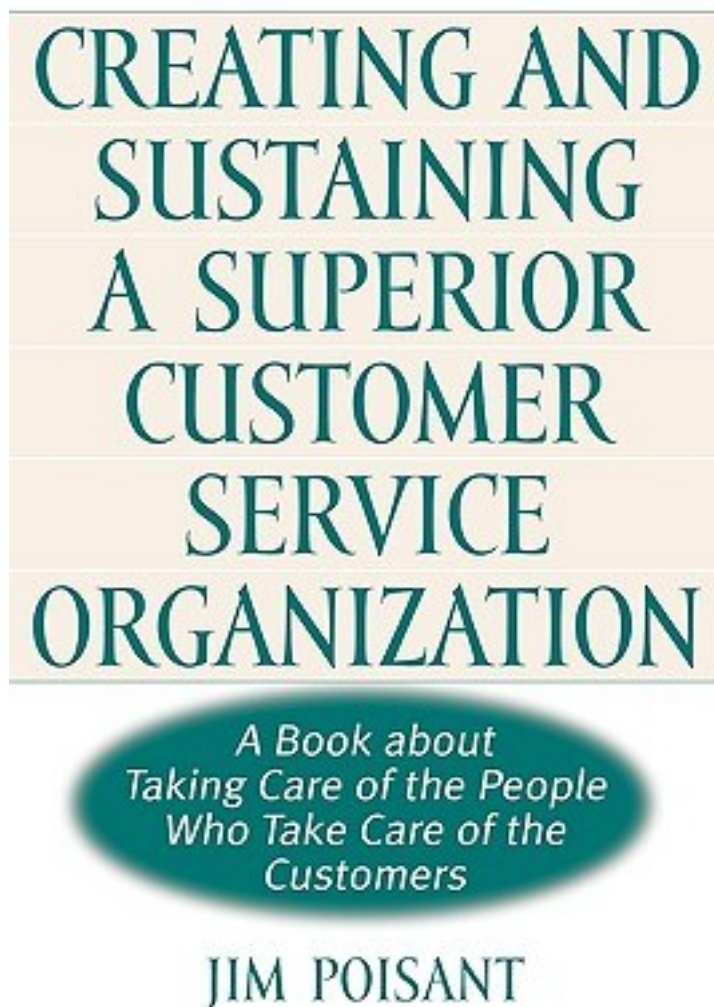


Creating and Sustaining a Superior Customer Service Organization



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著者:Poisant, Jim

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