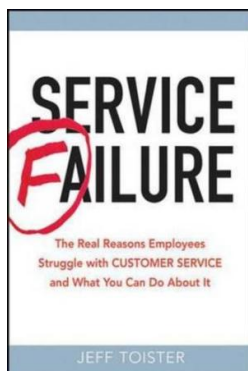


## Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About it



### Book Review

Certainly, this is the finest work by any article writer. It really is full of wisdom and knowledge You will not sense monotony at at any time of your own time (that's what catalogs are for concerning should you ask me).

(Marion Mann DDS)

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