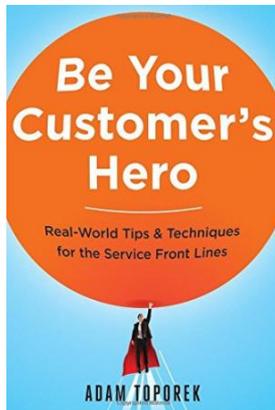


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## BE YOUR CUSTOMER'S HERO: REAL-WORLD TIPS & TECHNIQUES FOR THE SERVICE FRONT LINES



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