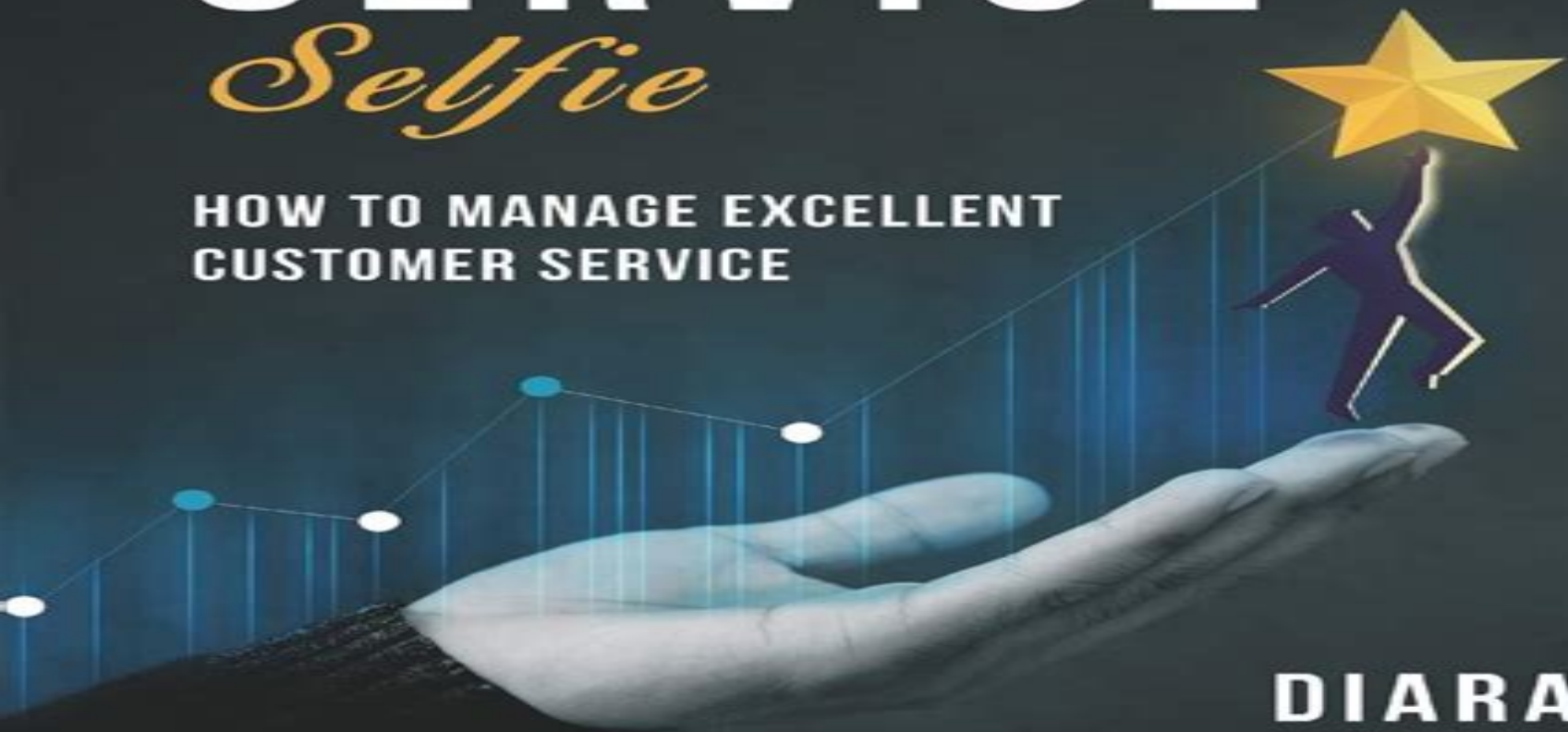


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The Publishers Weekly, 2008

Heart & Soul, 2001-02

[Canadian Almanac & Directory](#), 1849

How to Win Customers Jacques Horovitz, 1990-01-01

Complete Book of Ready-to-use Customer Service Scripts Michael Ramundo, 1997 With more than 400 detailed scripts and scenarios along with practical specific advice about pacing tone word choice and possible responses this handbook is designed to improve customer service departments and create better happier customers

How to Talk to Customers Diane Berenbaum, Tom Larkin, 2011-01-07 Filled with case studies and anecdotes How to Talk to Customers demystifies the most critical aspect of customer service conversations employees have every day with customers In this must have resource Diane Berenbaum and Tom Larkin outline a proven system based on their MAGIC customer service training program MAGIC which stands for Make A Great Impression on the Customer can help anyone become the type of communicator that makes their customers feel special For more on this book visit www.howtotalktocustomers.com

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