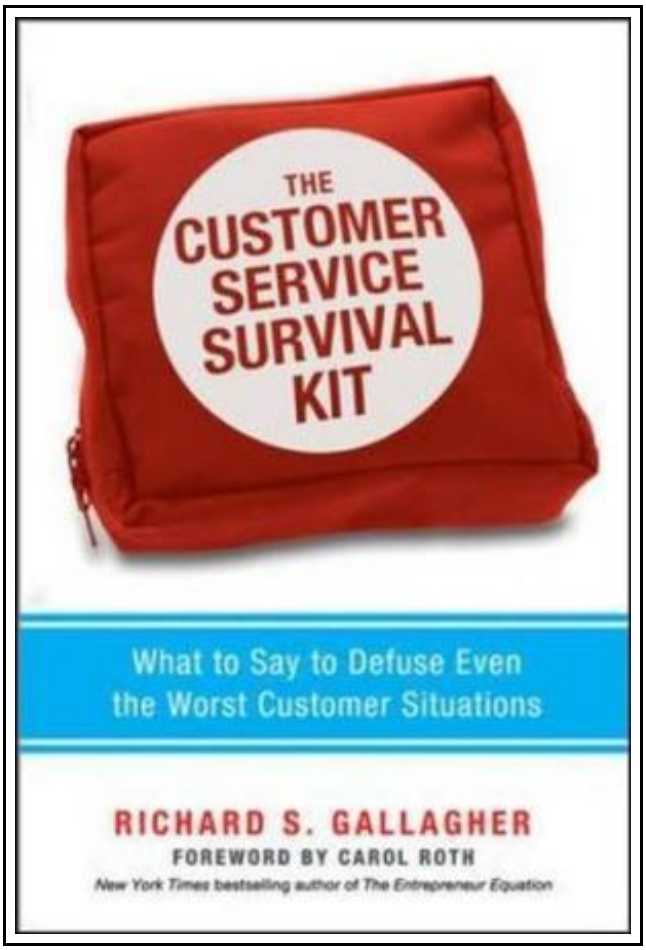
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THE CUSTOMER SERVICE SURVIVAL KIT: WHAT TO SAY TO DEFUSE EVEN THE WORST CUSTOMER SITUATIONS

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