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Call centre training manual. He has worked for the client base in USA, UK, Australia, New Zealand, Middle-East, Turkey, Japan, Singapore, Thailand, Malaysia, Mauritius, Ireland and China. He has more than 10 years of experience in Telesales, Business Development, Business process outsourcing and accounts management.

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### **Customer Service Training Manual**

Call Centre Essential Skills Training Literacy Link Eastern Ontario (LLEO) and Quinte Adult Day School (QADS) thank the staff and learners who provided feedback to shape this final product.

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