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The Assessment Key provides answers to the short-answer questions, ... Criterion 1.1 of Unit BSBCUS401B, can be gathered using Assessment Tasks 4.2.3 and 4.2.5.

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unit BSBCUS401A Coordinate implementation of customer service strategies. You may refer to your training materials and other research while completing the answers. Write your answers in the spaces below using a blue or black pen.

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