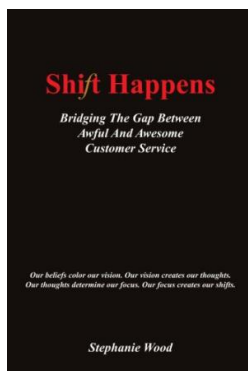


Shift Happens: Bridging The Gap Between Awful And Awesome Customer Service



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Book Review

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