

5th edition

CUSTOMER CARE EXCELLENCE

HOW TO CREATE AN
EFFECTIVE CUSTOMER FOCUS

A photograph of a wide staircase with a red carpet runner. The carpet is a vibrant red and covers the entire width of the stairs. The stairs are made of light-colored wood or stone. In the background, there are some metal railings and what appears to be the entrance of a building.

SARAH COOK

Customer Care Excellence How To Create An Effective Customer Focus

Xiang Xie



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