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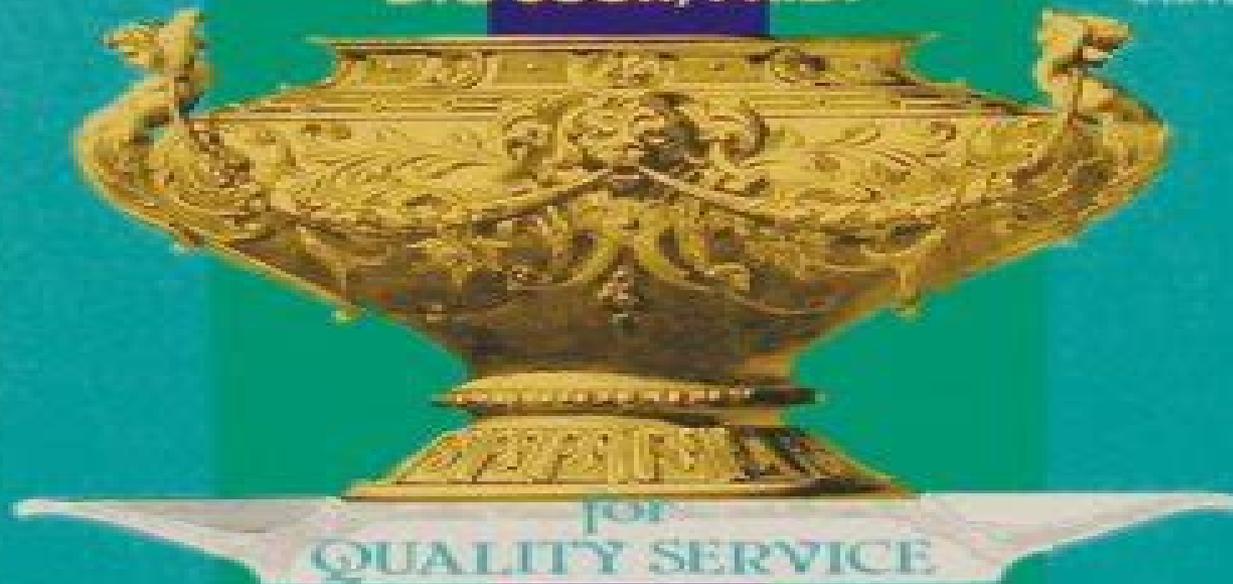
CUSTOMER SATISFACTION

The Other Half of Your Job

Dru Scott, Ph.D.

50

A FORTY-MINUTE BOOK



"I know of no one in the world who does
a better job of training than Dru Scott."

-Peter F. Drucker

Customer Satisfaction The Other Half Of Your Job

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