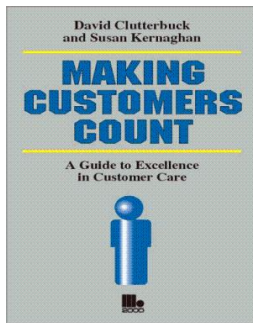


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MAKING CUSTOMERS COUNT: A GUIDE TO EXCELLENCE IN CUSTOMER CARE



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