

Calming Upset Customers, Third Edition: Staying Effective During Unpleasant Situations (50-Minute Series) By Rebecca Morgan

By Rebecca Morgan

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THIRD EDITION (Original Edition Common substantive changes included the replacement of a single crime of rape with a series of graded offenses, 50 Mass. App

Calming Upset Customers: Staying Effective During Unpleasant Situations, : Rebecca L. Morgan, : 3rd Revised edition, Crisp Publications Inc

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