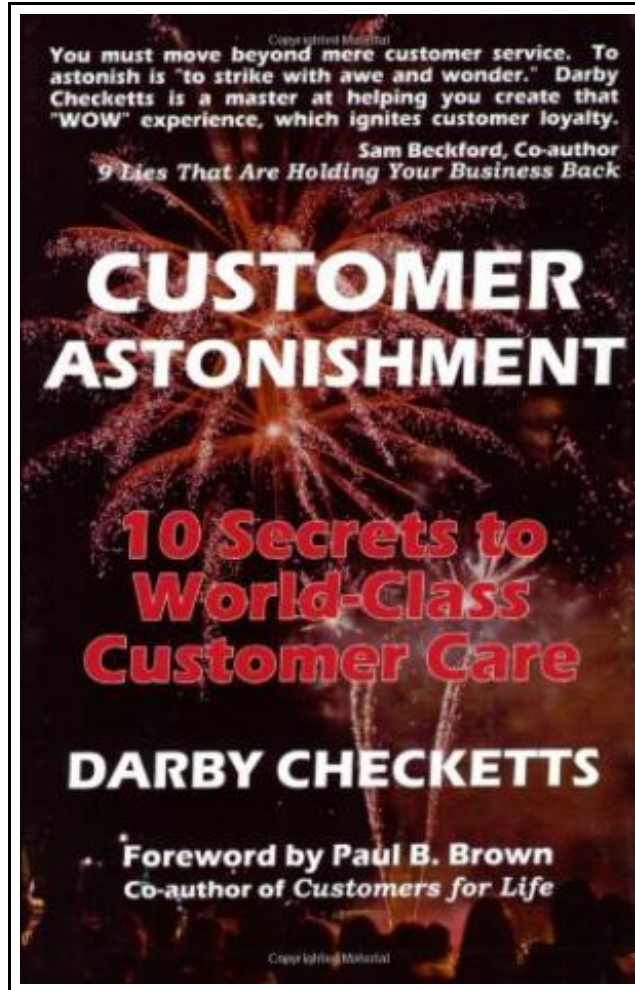


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CUSTOMER ASTONISHMENT: 10 SECRETS TO WORLD-CLASS CUSTOMER CARE



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