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## Grolier business library: delivering customer service: how to win a competitive edge through managing customer relationships successfully

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	<b>Responsibility Data</b>	Shelia Payne
	Publication Data	Wanchai, Hong Kong: Grolier International Inc., 1999
	Physical Description	188 p.
	ISBN	0-7172-9740-3
	Subject Area	Management
	Subject Headings	Customer services Customer relaions
	Call Number	650 GRO
Philadelphia University Library 2011		