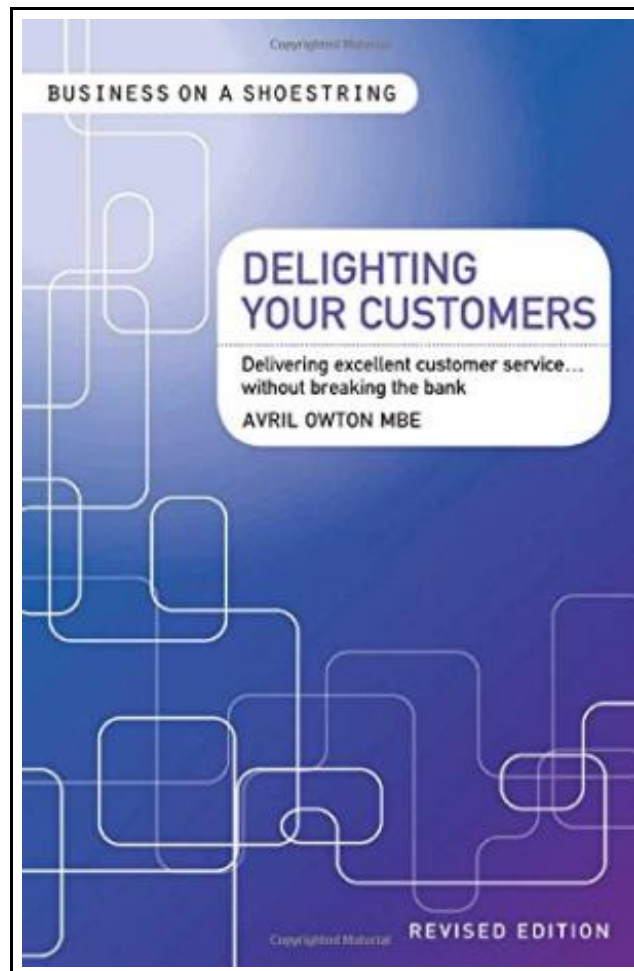


## Delighting Your Customers: Delivering Excellent Customer Service Without Breaking the Bank



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