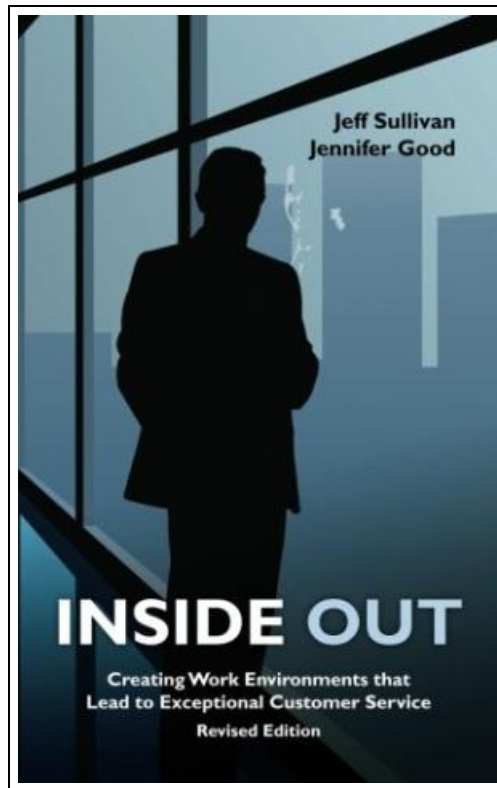


## Inside Out: Creating Work Environments That Lead to Exceptional Customer Service



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