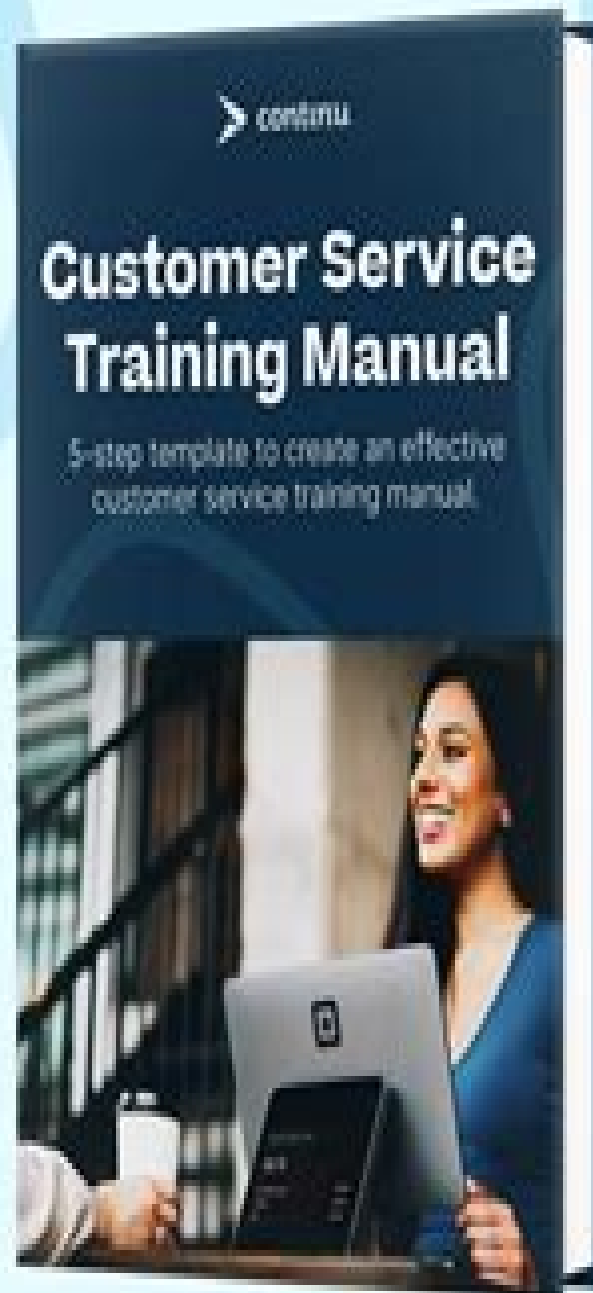


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# Call Centre Customer Service Training Manual

**L Darling-Hammond**



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## **Call Centre Customer Service Training Manual** Book Review: Unveiling the Power of Words

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