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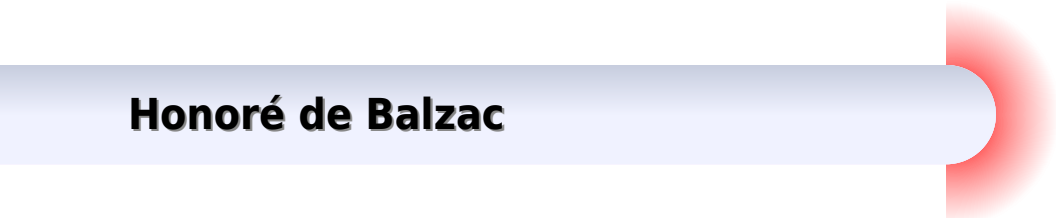
CREATING DELIGHT, PREVENTING
DISSATISFACTION, AND PLEASING YOUR
HARDEST-TO-PLEASE CUSTOMERS

RICK BRINKMAN AND RICK KIRSCHNER

*Authors of international bestseller, **Dealing with People You Can't Stand***

Love Thy Customer Creating Delight Preventing
Dissatisfaction And Pleasing Your Hardest To Please
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Honoré de Balzac



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