

Remember What Your Mamas Taught You A Unique Way Of Looking At Customer Service

Wayne A. Bernard Sr.

Remember What Your Mamas Taught You A Unique Way Of Looking At Customer Service:

Remember What Your Mamas Taught You Brenda Hill, 2005-11 Remember What Your MAMAs Taught You provides a unique way of looking at customer service Author Brenda Hill brings over 20 years of experience providing quality customer service to many customers Remember What Your MAMAs Taught You provides valuable information in a humorous easy to understand format that helps you to remember what you ve already been taught many years ago by one of your greatest teachers your MAMAs see how negative perceptions about customer service has affected your treatment of others dissolve negative perceptions about customer service understand the true meaning of customer service If you want to discover the key to delivering extraordinary customer service consistently and effortlessly Remember What Your MAMAs Taught You is definitely the resource you need Harlequin Special Edition March 2016 Box Set 1 of 2 Merline Lovelace, Karen Templeton, Christy Jeffries, 2016-03-01 Harlequin Special Edition brings you three new titles for one great price available now These are heartwarming romantic stories about life love and family This Special Edition box set includes I DO TAKE TWO Three Coins in the Fountain by Merline Lovelace On a trip to Italy Kate Westbrook makes a wish at the Trevi Fountain to create a future withouther soon to be ex Travis But Cupid has other plans for these two and true love might just be in their future BACK IN THE SADDLE Wed in the West by Karen Templeton When widower Zach Talbot agrees to help Mallory Keyes find a horse for her son he falls for the paralyzed former actress But can the veterinarian and the beauty both give love a second chance FROM DARE TO DUE DATE Sugar Falls Idaho by Christy Jeffries When dancer Mia Palinski has one magical night with Dr Garrett McCormick she winds up pregnant Both of them aren t looking for love but a baby changes everything Can a single dance create a forever family Look for Harlequin Special Edition's March 2016 Box set 2 of 2 filled with even more stories of life love and family **Platinum Persuasion** INDIA, 2022-04-26 A woman with tragic beginnings finds love and her voice on her way to stardom Will the spotlight dim her hard earned shine From the day Layani Cherise Bell was born the world was betting against her Born four months premature the doctors didn t expect her to make it but she did At the age of six Layani was diagnosed with leukemia Again the doctors gave her a death sentence but she survived As if that weren t enough at the ripe age of thirteen she loses mother and father in a head on collision with a drunk driver With no family willing to step up and care for her she is put into foster care Alone and afraid Layani befriends and later falls in love with Micah Jones another kid forced into the system after tragedy strikes his family Not one to cry over spilled milk Micah passes his time away in foster care by making beats for local artists and daydreaming about becoming a super producer After hearing Layani sing better than some of the greats he devotes all his time and energy into making her a star With hard work dedication and his encouragement she s destined for greatness After a chance encounter with the charismatic CEO of a major record label promising to fulfill Layani s wildest dreams it seems that she and Micah are well on their way to the top However the label has no room for another producer Micah convinces his woman to go on to superstardom without him and

Layani is famous overnight She has the world at her fingertips and everything is perfect until living life in the spotlight hits her like a ton of bricks Can she remain grounded surrounded by lies drugs and scandal Or is she willing to lose who she is to become who she s always wanted to be This Bridge Called My Back, Fourth Edition Cherrie Moraga, Gloria Anzaldúa, 2015-02-11 Updated and expanded edition of the foundational text of women of color feminism Originally released in 1981 This Bridge Called My Back is a testimony to women of color feminism as it emerged in the last guarter of the twentieth century Through personal essays criticism interviews testimonials poetry and visual art the collection explores as coeditor Cherr e Moraga writes the complex confluence of identities race class gender and sexuality systemic to women of color oppression and liberation Reissued here nearly thirty five years after its inception the fourth edition contains an extensive new introduction by Moraga along with a previously unpublished statement by Gloria Anzald a The new edition also includes visual artists whose work was produced during the same period as Bridge including Betye Saar Ana Mendieta and Yolanda L pez as well as current contributor biographies Bridge continues to reflect an evolving definition of feminism one that can effectively adapt to and help inform an understanding of the changing economic and social conditions of women of color in the United States and throughout the world Immense is my admiration for the ongoing dialogue and discourse on feminism Indigenous feminism the defining discussions in women of color movements and the broader movement I have loved this book for thirty years and am so pleased we have returned with our stories words and attributes to the growing and resilient movement Winona LaDuke Anishinaabe Executive Director Honor the Earth Praise for the Third Edition This Bridge Called My Back dispels all doubt about the power of a single text to radically transform the terrain of our theory and practice Twenty years after its publication we can now see how it helped to untether the production of knowledge from its disciplinary anchors and not only in the field of women's studies This Bridge has allowed us to define the promise of research on race gender class and sexuality as profoundly linked to collaboration and coalition building And perhaps most important it has offered us strategies for transformative political practice that are as valid today as they were two decades ago Angela Davis University of California Santa Cruz This Bridge Called My Back has served as a significant rallying call for women of color for a generation and this new edition keeps that call alive at a time when divisions prove ever more stubborn and dangerous A much cited text its influence has been visible and broad both in academia and among activists We owe much of the sound of our present voices to the brave scholars and feminists whose ideas and ideals crowd its pages Shirley Geok lin Lim University of California Santa Barbara This book is a manifesto the 1981 declaration of a new politics US Third World Feminism No great de colonial writer from Fanon Shaarawi Blackhawk or Sartre to Mountain Wolf Woman de Beauvoir Saussure or Newton could have alone proclaimed this politic born of necessity This politic denies no truths its luminosities drive into and through our bodies Writers and readers alike become shape shifters are invited to enter the shaman witness state to invoke power differently US Third World Feminism requires a re peopling the creation of planetary citizen warriors This book is a

guide that directs citizenry shadowed in hate terror suffering disconnection and pain toward the light of social justice gender and erotic liberation peace and revolutionary love This Bridge transits our dreams and brings them to the real Chela Sandoval University of California Santa Barbara **After the Storm** Cary Flanagan, 2016-04-07 After the Stormshares the unforgettable story of a 19th century guilter through some of the most challenging times in American history This story is told in her own words through diary entries and a memoir she dictated to a grandchild shortly before her death Hannah Applegate Benson Stone weathered many personal storms in her life yet found strength in her family friends and community Orphaned very young during the tumultuous years of the Civil War and raised by a caring aunt in a small New England farming community she grew from a frightened child to a confident woman and successful quilt pattern designer At a time when women had few opportunities available to them she witnessed and participated in sweeping changes as her limited world expanded This fictionalized memoir is based on many of the authors own life experiences transposed to another time These memories bring Hannahs story to life Readers will experience for themselves what it was like to grow up without any of the modern conveniences we take for granted and the excitement of discovering ones own strengths They will mourn and rejoice with Hannah as she matures into a loving wife and mother as well as a creative and successful business woman It is a timeless story of love loss and resilience After the Storm will appeal to anyone who enjoys guilting or other craftsand reading historical novels Young teens especially may enjoy learning about what it may have been like to grow up in an earlier time and what it takes to become a strong resilient woman This book will also appeal to readers of the novels of Nancy Turner These is My Words Sarahs Quilt The Star Garden and Resolute Highly recommended for Home Schoolers who will learn about living in a 19th century farm community growing and producing everything needed for a self reliant life the changes that came to rural America after the Civil War with the advent of the railroad and modern conveniences such as the treadle sewing machine and how to create and rely upon community to survive This tender portrayal of love loss and resilience and the potential healing power of family friends and community invite you to ponder the gifts and challenges of your own ancestry Edie Hartshorne MSW musician artist and author of Light in Blue Shadows A lovely story of a young quilter and her life in rural nineteenth century New Hampshire Morna McEver Golletz Founder CEO International Association of Creative Arts Professionals and Creative Arts Business Summit **Mama Does Time** Deborah Sharp, 2010-09-08 Who knew that a who dun it would not only keep you guessing but have you laughing Deborah Sharp is the new Edna Buchanan Hoda Kotb co anchor of NBC s Today show Meet Mama a true Southern woman with impeccable manners sherbet colored pantsuits and four prior husbands able to serve sweet tea and sidestep alligator attacks with equal aplomb Mama's antics especially her penchant for finding trouble drive her daughters Mace Maddie and Marty to distraction One night while settling in to look for ex beaus on COPS Mace gets a frantic call from her mother This time the trouble is real Mama found a body in the trunk of her turquoise convertible and the police think she s the killer It doesn't help that the handsome detective assigned to the

case seems determined to prove Mama's guilt or that the cowboy who broke Mace's heart shows up at the local Booze'n Breeze in the midst of the investigation Before their mama lands in prison just like an embarrassing lyric from a country western song Mace and her sisters must find the real culprit TV APPEARANCES NBC's Today Show from November 4 2008 Mayor's Book Talk from January 14 2009 NBC6 South Florida Today from July 17 2009 NBC's Today Show from August 4 2009 Praise Mama Does Time is a humorous touching reflection on familial love and politics Mystery Scene Magazine With a strong funny heroine colorful characters and a look at a part of Florida the tourists rarely see Deborah Sharp has an engaging new series Make sure Mama Does Time does time on your bookshelf Elaine Viets author of Clubbed to Death a Dead End Job Mystery Not since the late Anne George has there been such laugh out loud Southern fried fun Deborah Sharp's Mama Does Time is a hilarious page turner with crisp and intelligent writing Sue Ann Jaffarian author of the Odelia Grey Mystery series Deborah Sharp's witty way with words makes Mama Does Time as much fun as a down home visit with your quirky Florida cousins Nancy Martin author of the Blackbird Sisters Mysteries Colorful characters and a segment of Florida seldom seen by tourists evoke a Southern Sisters feeling in this very well written Southern fried epic A winner BookBitch com The author's surname Sharp is an apt adjective to describe her writing Her characters crackle off the page Cozy Library Deborah Sharp has an eye for character She's funny perceptive and entertaining What more can a cozy reader ask for Reviewing the Evidence Newcomer Deborah Sharp will knock your socks off with this clever cozy mystery Fresh Fiction

Susannah Morrow Megan Chance, 2024-09-24 An irresistible blend of history suspense and romance SUSANNAH MORROW captures the extraordinary drama of the Salem witch trials The hysteria and deceit that gripped Salem Massachusetts and ended the lives of 24 men and women in 1692 has been the basis of many works of fiction Now Megan Chance combines high drama sweeping romance and historical accuracy to offer a fresh perspective on the Salem witch trials At the heart of SUSANNAH MORROW are the accused the accuser and the man who loves them both and each becomes a tragic victim of the time At 15 Charity Fowler has lost too much her mother in childbirth and her illusions about romance to a young man who broke her heart Her father a devout Christian has withdrawn from the family and her aunt Susannah who has moved to Salem from London is struggling to find her place in a family and a community that are threatened by her obvious sensuality It quickly becomes clear that Susannah has chosen the wrong time to enter this society as religious fervor repressed emotions and sexual guilt are about to explode into a form of hysteria that will condemn her as a victim in one of the most gruesome chapters of American history I Suffered, I Learned, I Conquered KMAD,2025-07-08 After suffering from the loss of her father unexpectedly Angel is struck with deep grief Her sadness is eliminated after meeting Mann a pastor who has stepped up to counsel her grief and become a father figure to her But deception follows behind him After coping with a traumatic experience at the hands of Mann her daddy Angel must learn strength determination and fight for her happiness back About the Author KMAD is from Georgia She is family oriented loves to read

and write and is a praise dancer She has also started her own mentoring group for women and children Cool Wind's Gate Wayne A. Bernard Sr., 2012-07-09 This book is about people whose ancestors lived in bondage and the ordeal and challenges facing them finding freedom in a world where others were still in bondage It tells of the simple life challenges and the struggle of being accepted It tells of those that were not resposible for the things that were done in the past but were willing to sacrifice everything to make the world they now live in better It displays the simple beauty that life can hold and the courage to keep that beauty alive It tells of how their leaders built a challenging world around them and proved to them they were equal to any man This story contains hardships challenges humor and a zest for life as free as it possibly could be The story takes place in the mid 1800s on a Louisiana cane Plantation It tells of free people and the challenges they faced to hold that freedom as it was at a time and place in history that just wasnt ready for the change It tells of the struggles and the pleasures that evolve through the good deeds of a group of people that had the belief that the best people in the world were treated the worst To see the beauty of the outcome of this story just take a stroll to the place called Cool Winds Gate Golondrina / Peaceful Darkness Alicia Nunez, 2019-02-04 La Golondrina Peaceful Darkness By Alicia Nunez In her back to back books La Golondrina and Peaceful Darkness Alicia Nunez explores a family drama and what it means to be human As she explores love and hatred forgiveness and revenge Nunez delivers a tale that won t soon be forgotten Parrot - Books 1-4 Sharon C. Williams, 2024-02-02 The first four books in Jasper Amazon Parrot a series of children's fiction by Sharon C Williams now available in one volume A Rainforest Adventure Jasper a parrot living in the rainforest takes his responsibility of caring for his younger brother Willie seriously When he meets Charlie a laid back spider monkey they embark on an adventure that takes them beyond the boundaries of the forest But as they encounter new creatures Jasper realizes there s more to the world than he ever imagined Rainforest Friends and Family Jasper and Willie never tire of exploring their surroundings With a thirst for knowledge and adventure they befriend new creatures face dangers and navigate through challenges But no matter what obstacles come their way Jasper always puts his brother's safety first and is determined to protect his friends As they uncover the secrets of the jungle each discovery broadens their horizons and their bonds with their newfound companions grow stronger The Perils Of The Jungle Jasper and his family live in the Amazon jungle where the brothers explore and make new friends As they prepare for their sister Piper's first flight they encounter new challenges and strange creatures However nothing can prepare them for the unexpected event that will change everything The Jungle Rescue Jasper wakes up to find his brother Willie in front of their home But he doesn t see his mom or sister Reaching the outskirts of the jungle they find that some of the animals are in cages Where are they going and will they return Jasper will do his best to find out and do what he can to bring them back home where they belong Rainforest **Friends and Family** Sharon C. Williams, 2022-01-13 Life in the jungle is never boring From the moment he was born Jasper s curiosity has consumed him With his brother Willie they ve made new friends and learned more about the Amazon

rainforest The youngsters have grown close Jasper's main job is to make sure his brother stays safe but that's easier said than done the jungle is full of dangers and if they re not careful things can guickly get out of hand New challenges are always around the corner Determined to make his mother proud Jasper vows to protect himself and his friends If they re to make it home in one piece they ll need to trust one another and those they come across It never hurts to give someone a helping hand either As they discover Amazon s secrets each new experience opens their minds to new possibilities and new friends make their unexpected trips worthwhile Though trouble tends to follow them Jasper and his friends do their best to overcome the adversities and come up on top The Red Kimono Jan Morrill, 2013-03-01 In 1941 racial tensions are rising in the California community where nineyear old Sachiko Kimura and her seventeen year old brother Nobu live Japan has attacked Pearl Harbor people are angry and one night Sachiko and Nobu witness three teenage boys taunting and beating their father in the park Sachiko especially remembers Terrence Harris the boy with dark skin and hazel eyes and Nobu cannot believe the boys capable of such violence toward his father are actually his friends What Sachiko and Nobu do not know is that Terrence s family had received a telegram that morning with news that Terrence s father was killed at Pearl Harbor Desperate to escape his pain Terrence rushes from his home and runs into two high school friends who convince him to find a Japanese man and get revenge They do not know the man they attacked is Sachiko and Nobu s father In the months that follow Terrence is convicted of his crime and Sachiko and Nobu are sent to an internment camp in Arkansas a fictionalized version of the two camps that actually existed in Arkansas during the war While behind bars and barbed wire each of the three young people will go through dramatic changes One will learn acceptance One will remain imprisoned by resentment and one will seek a path to forgiveness **The Cowboy's Christmas Courtship** Brenda Minton, 2013-09-17 The Christmas Challenge With her mortgaged farm rebellious brother and two jobs Layla Silver is struggling to keep afloat for the holidays But does she need Gage Cooper riding to her rescue Back in high school Gage was nobody s hero Now he s an injured bull rider home for Christmas to make amends for his checkered past And something about the stubborn beautiful Layla has him wanting more than forgiveness Can a wandering cowboy turn a Christmas courtship into an everlasting love Cooper Creek Home is where the heart is for this Oklahoma family The Black Deal Freddie R. Burnett, 2011-05-26 Madam Nancy Mae Webster is a successful black nightclub and restaurant owner during the 50s and 60s Jim Crow South Due to her heroin addiction and a heroin overdose her lifes story becomes the body of the story as it is told by the conscious of her incarcerated son while he waits to see her in the waiting room at the hospital Her white like skin and her sons very black complexion complicate everything The great differences in their complexions are the results of her being raped and left for dead by two black men when she is an innocent young farm girl in West Tennessee The son Joel Webster is the hopeful protagonist of his own story while he is the despised antagonist in the story of his mothers trouble ridden life The two dramatic tales have him as a convict visiting the hospital to see his dying mother while guarded by two sets of alternating prison guards one good and

the other one bad He tries to escape from his own impending death from jailhouse hit men because he witnesses two guards beating a black inmate to death in his jail cell and they want him dead where he can t testify against them His and his mothers world are split in two black and white worlds that create tension and friction between family members There are the two uncles Tom and Pete that add suspense to his every thought as he recalls his dying mothers life from her innocent childhood to her reprehensible demise at forty one years old Joel Webster is born into a life of rejection hatred and violence because of his black skin and being the son of one of the two black men that raped his mother and his uncles had killed for doing it After much painful recalling a beautiful black woman that looks white and his mothers double life as she passes for white in a bigoted society and the rich white man that she loves and he loves her he meets Bobby Lucky He tells a different side of Nancys life and his own life and his wife is ready to kick him out and his mother threatens to disinherit him from the familys fortune if he doesn't dump his Negro mistress He repents and begs Joel for forgiveness for separating him from his mother when he is younger He befriends Joel and works to help him get out of jail He tells Joel everything that has happened to Nancy in the white world where she lives in a fine mansion with her heroin addiction and her servants that she struggles to conceal her true identity from while he is in reform school and jail Joel is arrested for a robbery that he doesn't commit Joels life story is told in the present time of the early 70s when the civil right struggles are in full bloom and hes in the protests Drugs and riotous living invade the black community like a wave of cold air and he sees the devastating effects of it in many of those around him Nancys best friend Helen Bond sheds many tears while Bobby Lucky tells of Nancys heroin addiction and her betrayal Nancy only wants to become a schoolteacher and have a family but life gives her everything but what she wants She befriends the wrong person and it destroys her Helen Bond serves her heroin when she is at her lowest point or what she thinks is her lowest point until the heroin hooks her Her grandma Tina has long been dead but her pain goes deep into her grave Her black son is a paradox in her life and he is the only link to her true identity in her white world existence and she evades him at a great cost to both of their lives She doesnt want to work as a five dollar per day maid any longer and she takes a job in a house of prostitution as a recruiter She is soon able to give her son everything he wants but her love and he goes to the reform school to escape his torment on the streets from everyone that knows him because of what his mother does for a living She meets and old acquaintance who is rich and white and madly in love with her He takes her out of the whorehouse and sets her up with a nightclub and restaurant Still her jealous fr **Someone Like Me** Sheila Mae, 2017-04-10 It is the 1960s as Betty Jean Carter harbors a hidden desire to leave her hometown in the Bayou She not only wants to attend college but also escape her abusive stepfather and demanding mother One day when Betty Jean tells her parents she wants to enroll in Howard University her abusive stepfather and unsupportive mother shun the idea Confused and hurt Betty Jean runs away After Betty Jean hitchhikes to Washington D C she soon realizes she lacks the finances and criteria to be accepted at Howard With nowhere to live Betty Jean is embraced by the underground street life As she delves

into a dark world of drugs and prostitution she must somehow learn to survive Now torn between her hopes of attending college and her new normal Betty Jean is propelled down a path she never could have imagined as tragedy waits to emerge from the shadows In this compelling urban tale a young woman embarks on a dangerous journey to find independence realize her dreams and overcome family secrets **Redemption Suite** June Titus, 2024-02-01 Jess a twelve year old girl gives up her baby and runs away to seventy years of hiding Although she changes her identity in hopes of erasing the past she struggles with whether life is worth living With the love and encouragement of many mentors she emerges into a brave woman who contributes more to society than society has given her Redemption Suite addresses issues such as sexual assault suicidal ideation grief aging adoption Christian beliefs homelessness musical talents and much more The book shows how life can come around full circle when submitting to God s will His Woman, His Wife, His Widow Janice Jones, 2012-04-24 A woman struggles between her commitment to God and her love for a drug dealer in this heart wrenching journey through life love and death Free Style Linda Nieves-Powell, 2008-03-18 I realized that no matter how much I wanted the past to remain intact what was would never be again We all got older We all moved on And maybe things were supposed to change Funny intelligent and above all relevant Free Style is an inspiring novel about two thirty-something married moms one who is separated and the other whose marriage is hanging on by a thread They decide to escape their to do lists to revisit their past at Club 90 a nightclub they frequented in the early nineties. There they meet up with old friends and lost loves and dance their troubles away to Lisa Lisa and C C Music Factory But when they re hit with a shocking dose of reality they must decide whether to stay in the past or move on More than just a fun read Free Style explores serious issues that women grapple with all the time keeping romantic relationships alive dealing with unexpected illness single motherhood and the need to come to terms with the past Dancing in September Donna Copeland, Sir Rodeheaver, 2015-11-06 Our story begins on the tail end of a tragedy and is about a boy on the journey of fulfilling his purpose in life Follow along as Ryan encounters individuals from all walks of life a bitter old man a mother who has seen a lot of pain a hopeless young gang banger as well as a plane of lost souls With the guidance of his grandmother Ryan embraces his calling and in doing so opens the eyes and hearts of the world around him

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