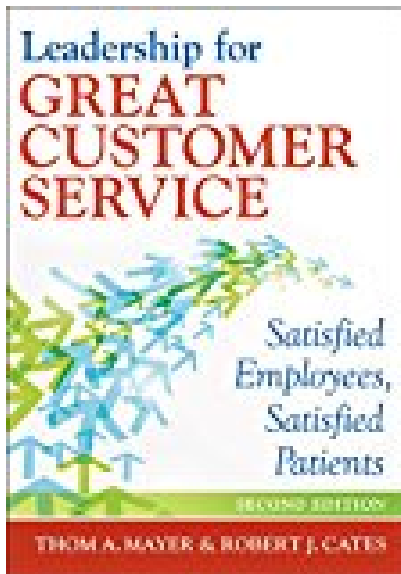


# Leadership for Great Customer Service Satisfied Employees Satisfied Patients Second Edition Ache Management



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