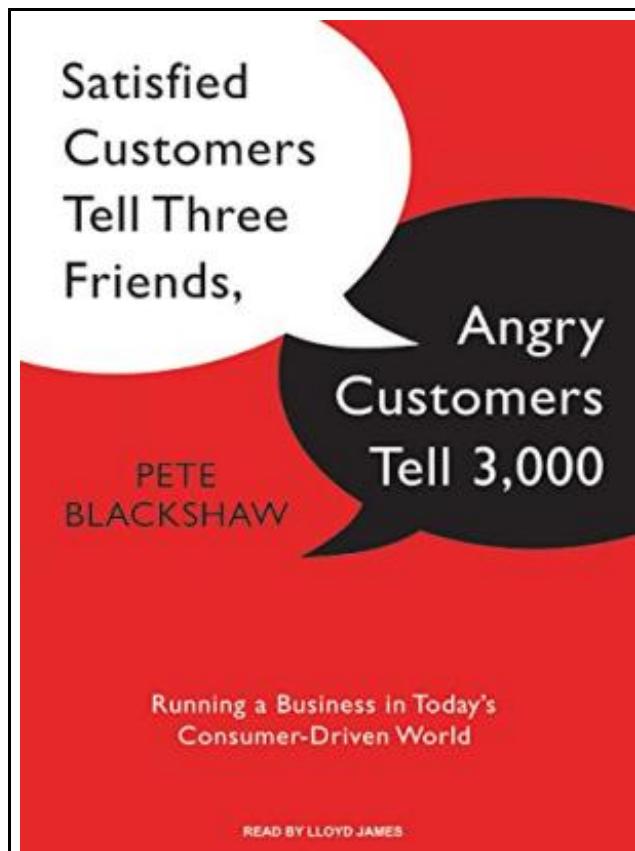


# **Satisfied Customers Tell Three Friends, Angry Customers Tell 3,000: Running a Business in Today's Consumer-Driven World**



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## **Reviews**

*This written publication is wonderful. It really is loaded with knowledge and wisdom. You will not really feel monotony at any time of your time (that's what catalogues are for relating to if you ask me).  
(Desmond Becker)*

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