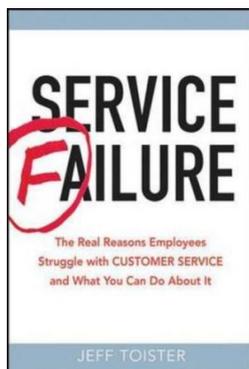


## Service Failure: The Real Reasons Employees Struggle with Customer Service and What You Can Do About it



### Book Review

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