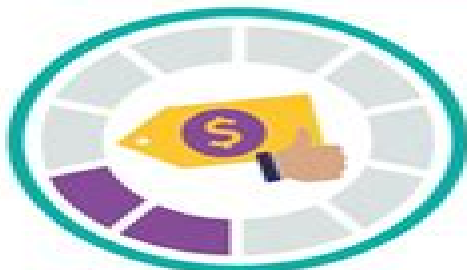


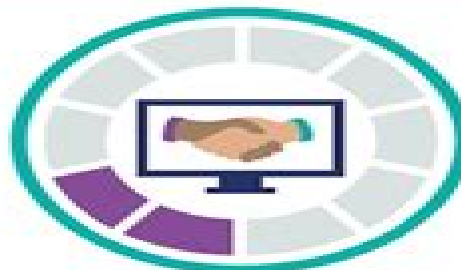


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29% Deliver the promised value at the right price



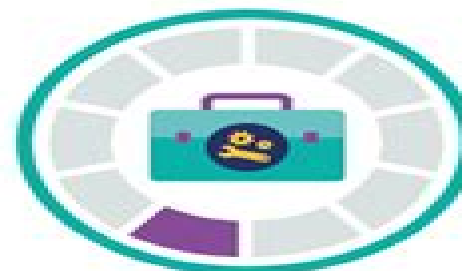
22% Make it easy to do business on- and off-line



21% Recognize them as individuals who deserve personalized service



19% Provide products and services that meet their needs



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Good Customer Service Techniques

Tao Wei



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