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- ✓ Le rôle des managers dans l'amélioration du service client
- ✓ Les actions simples et payantes pour fidéliser le client
- ✓ Les solutions pour gérer les situations conflictuelles

Karen Leland et Keith Bailey
Cofondateurs du Sterling Consulting Group

Ralph Hababou
Auteur du best-seller Service gagnant



Le Service Client Pour Les Nuls

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