
Raving Fans A Revolutionary Approach To Customer Service

Kenneth H Blanchard

ia la carga! (gung ho!) de las personas ken blanchard y ... - 6 margret mcbride, nuestra agente literaria, y larry hughes, nuestro editor, estaban entusiasmados con el proyecto, pero no con el título que habíamos propuesto: raving employees (empleados furiosos).

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