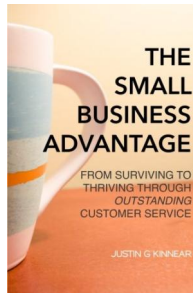


## The Small Business Advantage: From Surviving to Thriving Through Outstanding Customer Service



### Book Review

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