

# Customer Service For Dummies

By Karen Leland



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Karen Leland is the President of Sterling Marketing Group, a brand and marketing strategy and implementation firm. She works with CEOs, executives, and entrepreneurs  
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Karen Leland Author of 'Customer Service For Dummies' Karen is a world renowned expert on customer service, business communications and quality of worklife.  
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Karen Leland is a partner in Sterling Consulting Group and co-author of the best-selling book Customer Service for Dummies and Watercooler Wisdom: How Smart People

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Karen Leland, Official Customer Service For Dummies, and the recently released Keeping The Human Connection: Karen offers interactive,

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