

Measuring Customer Service Effectiveness

Sarah Cook



A. Spencer Smith

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2004 Author Sarah Cook

Lauren Gardner



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Customer Service in Your Organisation Sarah Cook,2008-11 Monitoring, Measuring, and Managing Customer Service Gary S. Goodman,2000 **Customer Care Excellence** Sarah Cook,2004 **Measuring and Improving Customer Satisfaction** Australian Total Quality Service Conference (1992 : Brisbane & Melbourne),Institute for International Research (N.Z.),1992

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