



Workbook Ten of the Business Essentials Series: Simply Brilliant Customer Service (The Business Essentials Series Workbook) (Volume 10)

John Millar

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This is about having the right people on the bus. It starts with you however so you'll learn how to maximise your own skills and then you will attract and retain the right people. When you understand how the TEAM is the most important part of your business and what needs to be done to achieve the very best from yourselves and others you are well on your way to becoming a better manager of this invaluable resource.

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