

**Service-Ability: Create A Customer
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Advantage**

By Kevin Robson



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Kevin Robson is the author of Service-Ability (4.00 avg rating, 2 ratings, 0 reviews, published 2012) and Service-Ability Kevin Robson Author profile

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How can a business who needs to reduce overheads and manpower ensure their customer service does not suffer?

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Ostensibly, customer service lies in the area of marketing and strategy, however Service-Ability is also about management and organizational behaviour, and the book

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