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Philip Kotler: Marketing Strategy Top 6 Ways to Get An Angry Customer to Back Down How to give great customer service: The L.A.S.T. method Five Dimensions of Service Quality how to write a business plan? step by step guide + templates Dreamforce Opening Keynote: Trailblazers, Together 4 Principles of Marketing Strategy | Brian Tracy After watching this, your brain will not be the same | Lara Boyd | TEDxVancouver Product in Service marketing mix - Product levels in Services Marketing Physical evidence part 2 - Servicescape and tangibles in Services Marketing The Grand Theory of Amazon The Seven Secrets of Exceptional Customer Service - VTIC Presentation by Carrie Gendreau FareHarbor Booking Integration Live Demo Service Marketing Integrating Customer Focus

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