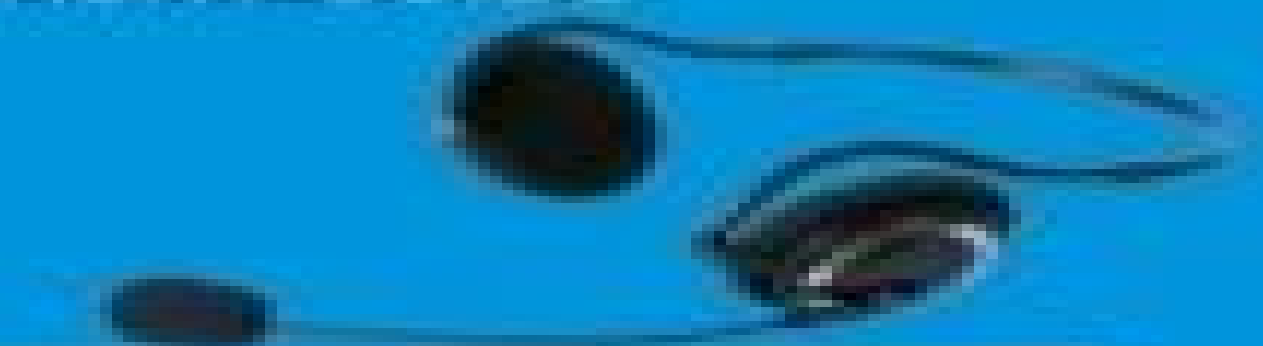


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### Unit 4: PRINCIPLES OF CUSTOMER SERVICE

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