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paperback. Book Condition: New. Language:Chinese.Paperback. Pub Date: 2015-09-01 Pages: 217 Publisher: Oriental Press author was called Japan's top service experience division (mystery shopper). Service experience division. the word may sound can not help but feel a little strange. but in fact it means loaded into a normal customer. business investigation services and comprehensive assessment of such a work. Normal service experience will be posing as ordinary customers and accept the store's service. based on a lot of item.

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- Authored by RI ] BEN DUO ZHENG KE ZHU
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