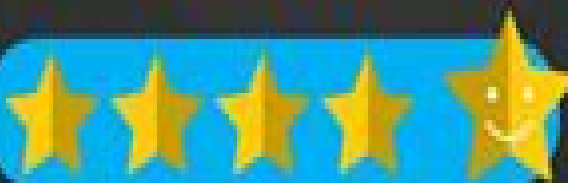


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Babette Kronstadt, David Sachs

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Customer Service Robert W. Lucas, 2002 Training Library Staff and Volunteers to Provide Extraordinary Customer Service Julie Todaro, Mark Smith, 2006 A guide to training library staff that covers customer service essentials general training guidelines preparation assessing and anticipating the needs of patrons tracking and responding to feedback planning self development days instituting continuous learning and more Includes resource tools **Absolute Beginner's Guide to Microsoft Office OneNote 2003** Patricia Cardoza, 2004 OneNote offers the flexibility of a paper notebook and the power of digital note taking all explored in this beginner's guide It begins by explaining what OneNote is and why a consumer would want to buy it The book continues to show the reader how to type in his first note use the pen organize notes draw pictures add audio and much more **Ultimate Basic Business Skills** Christee Gabour Atwood, 2009-12-01 Having a copy of *Ultimate Basic Business Skills Training an Effective Workforce* on your bookshelf is like having an on call business training department This book offers ready to present programs on the most critical frontline business skills every member of your organization needs Too often training in these basic business areas is ignored in favor of more pressing product or service training *Ultimate Basics Business Skills* offers learning professionals everything needed to quickly deploy this

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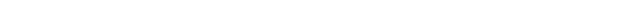
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