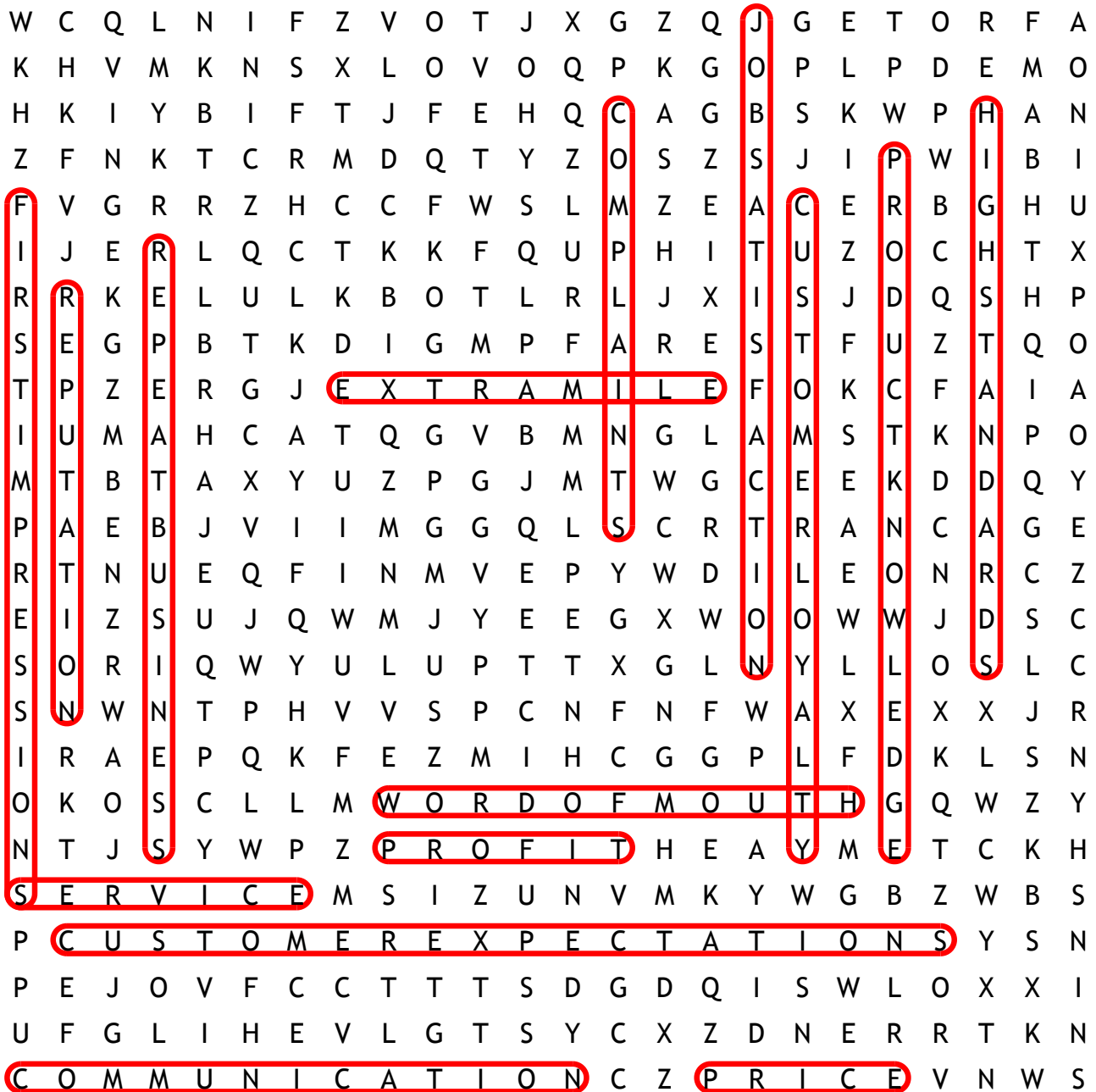


# Customer Service



customer expectations  
first impressions  
communication  
complaints  
service

product knowledge  
job satisfaction  
high standards  
reputation  
profit

customer loyalty  
repeat business  
word of mouth  
extra mile  
price