



Brick Wall Breakthrough. What the @#\$\$%! Do I Do Next?: Actions for Exceptional Sales and Service

Shelley F. Hall

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Written for business owners and managers, it is a how to guide to achieving exceptional sales and service. Organized around the fundamental drivers of growth- sales and service - those areas of excellence leaders need to master to survive and thrive. Presents ideas, tips and techniques in "action drivers" designed for immediate action.

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