



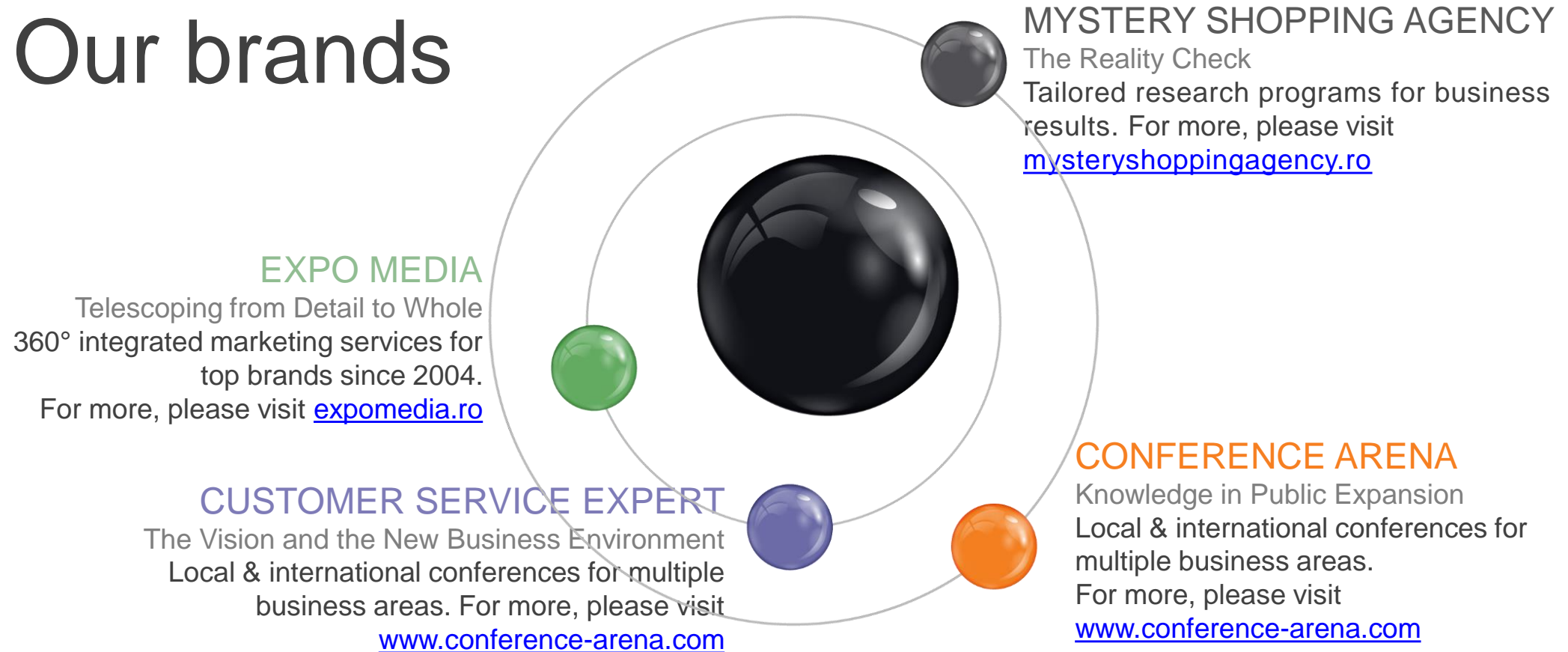
Quality employees matter to the health of your business

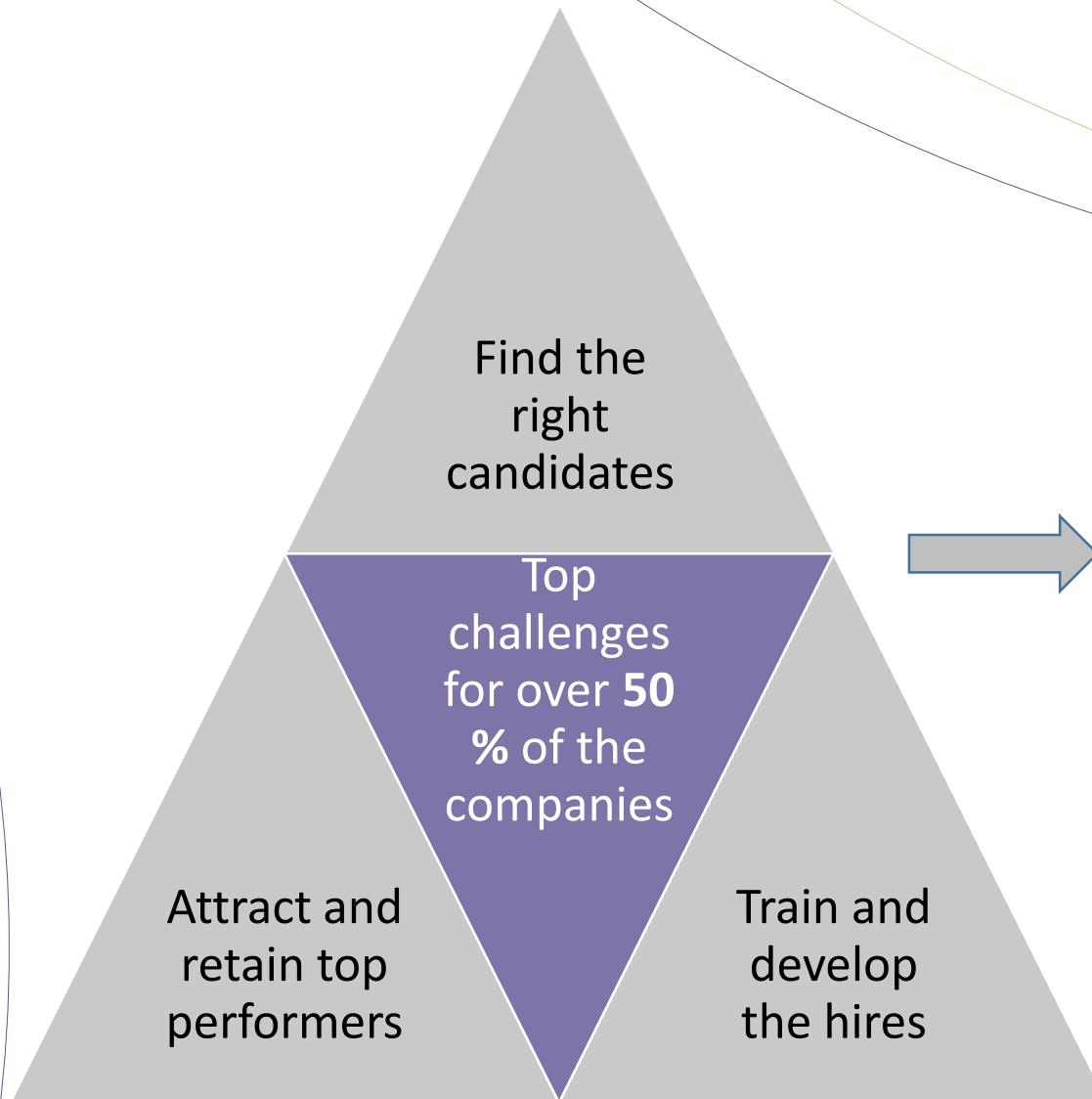
Liliana Dobre - Business Consultant – Senior Trainer | CUSTOMER SERVICE EXPERT

Customer Care HUB, Galati, February 15th

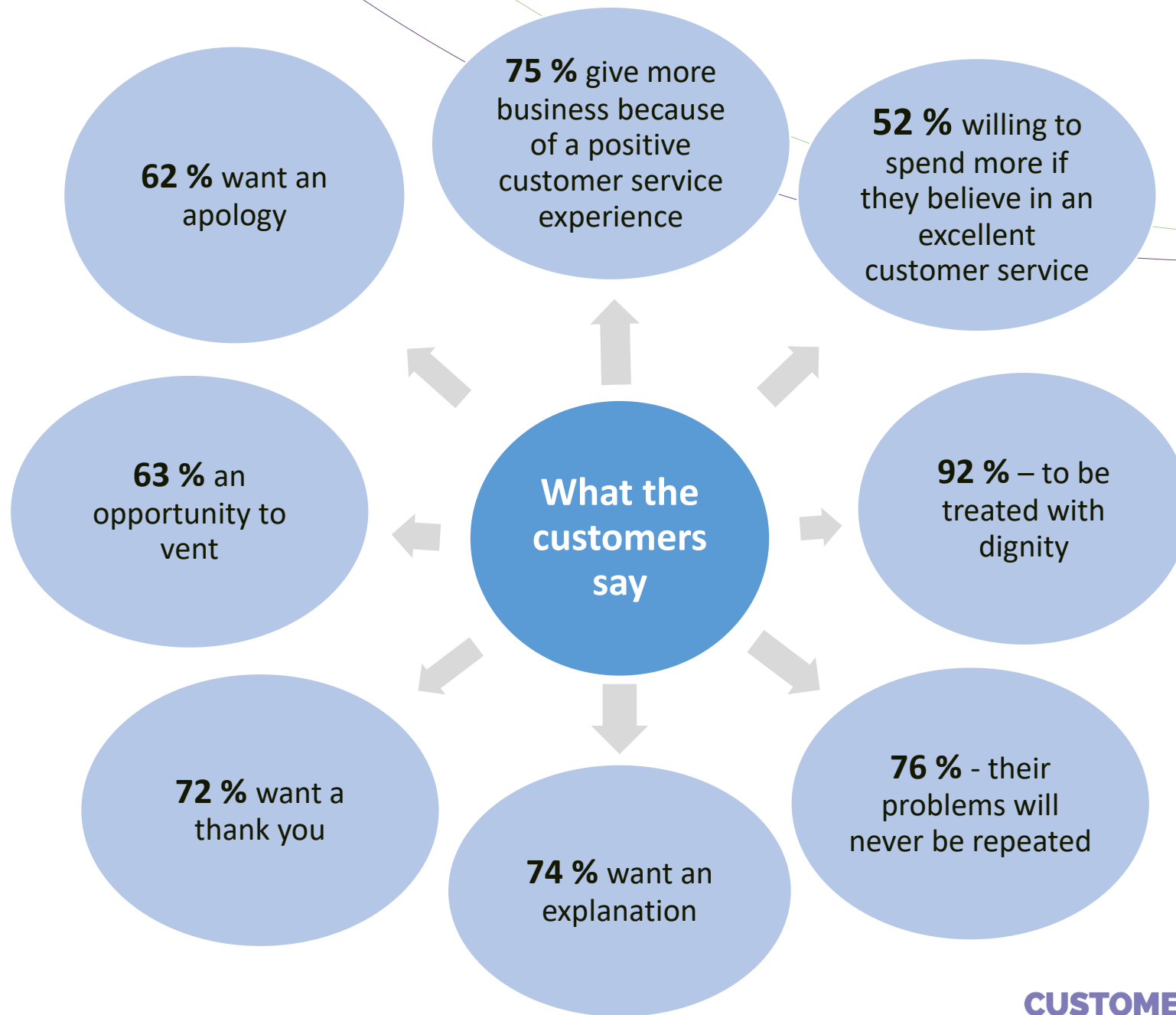
MARKETING INSIDERS GROUP

Our brands

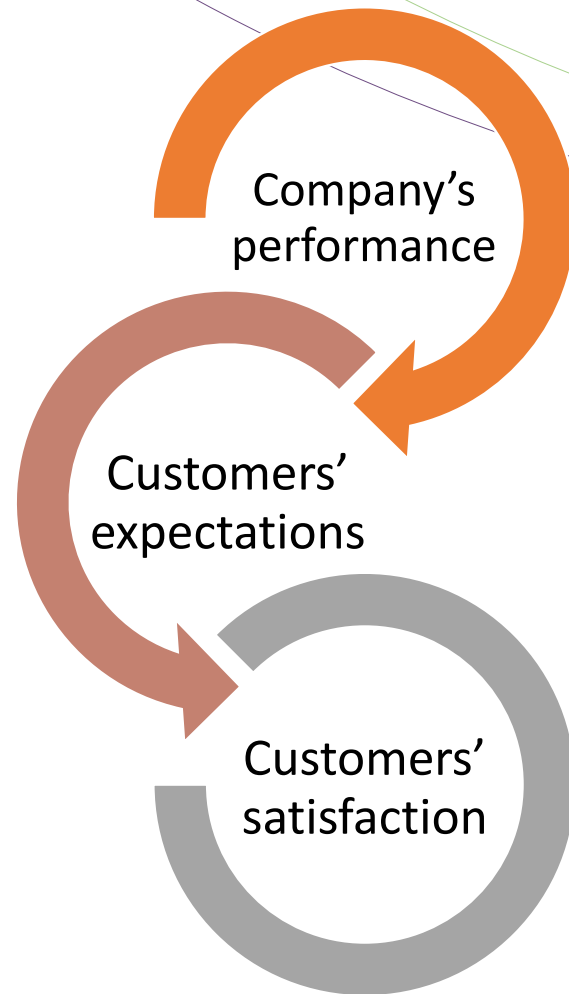




Medium to high impact on the companies' ability to serve the customers



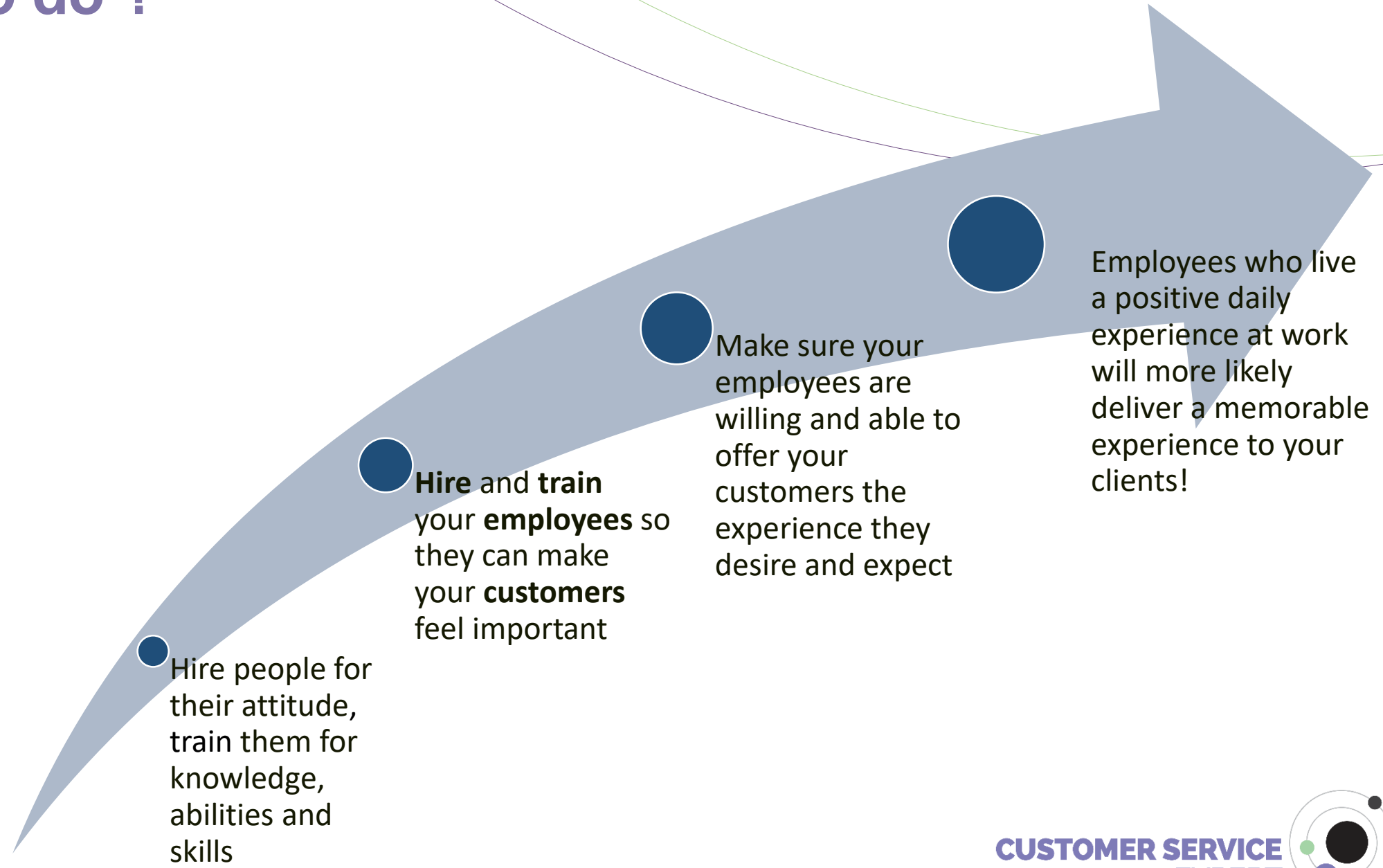
Liliana Dobre



Customers' satisfaction = Company's performance – Customers' expectations



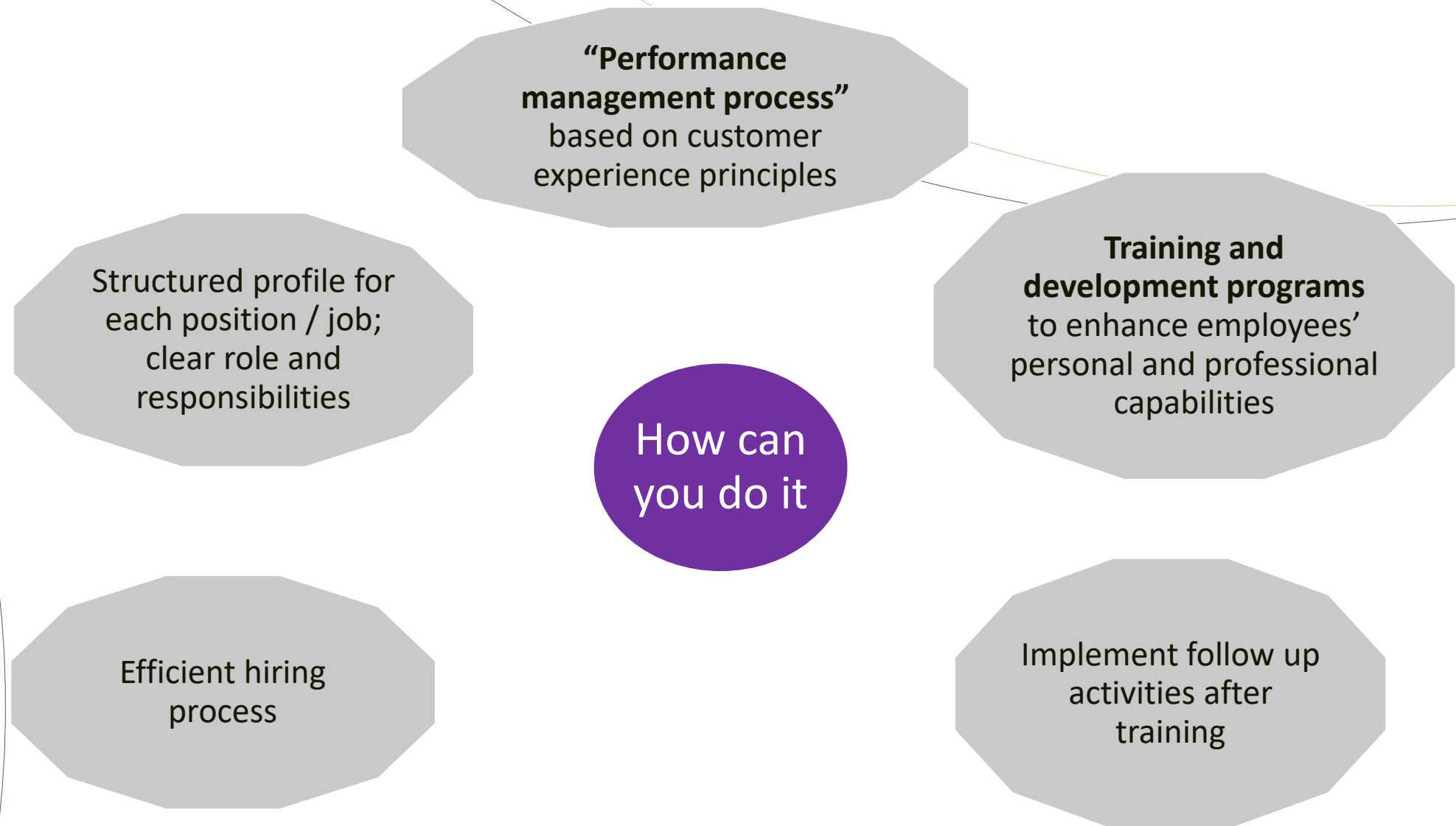
What to do ?

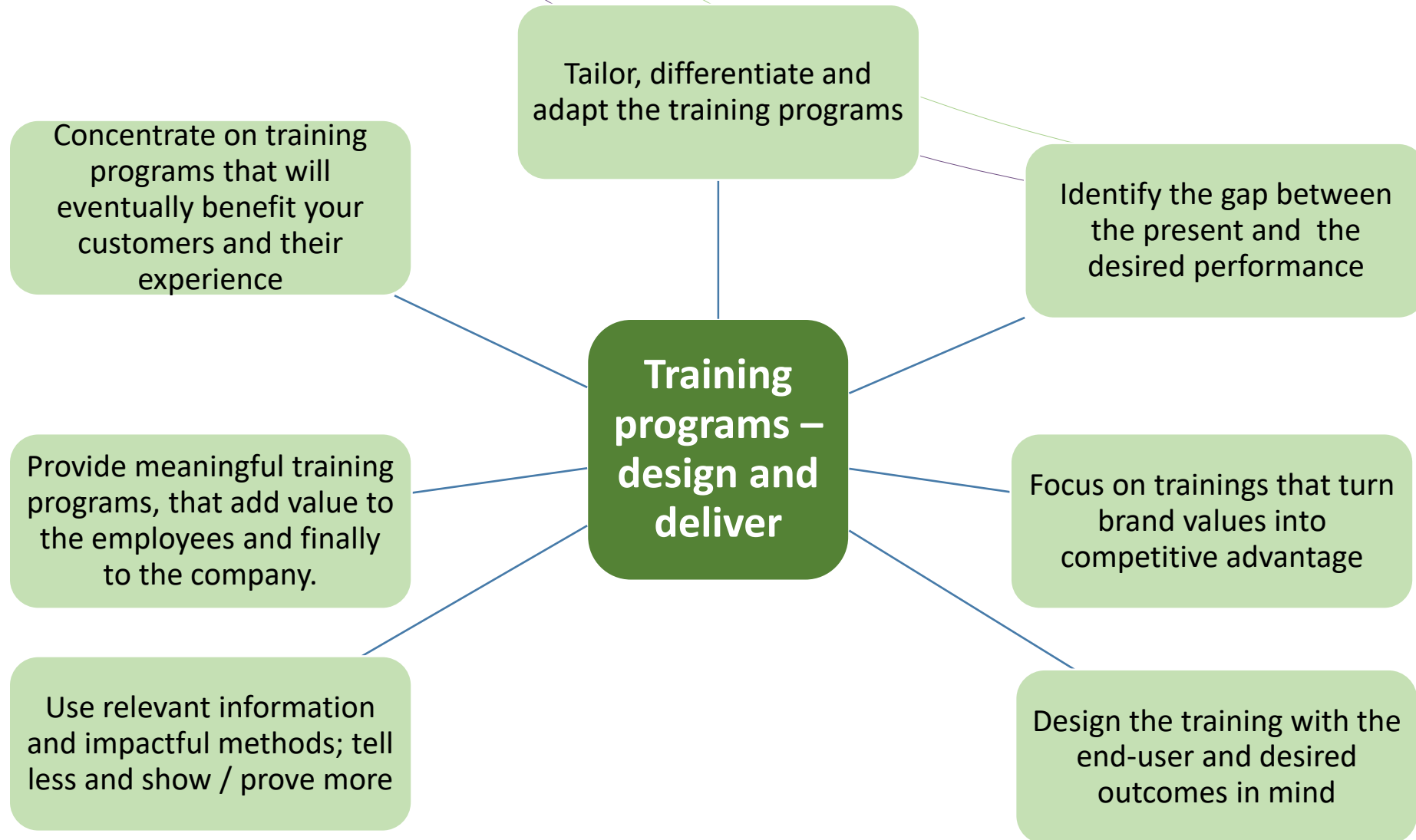


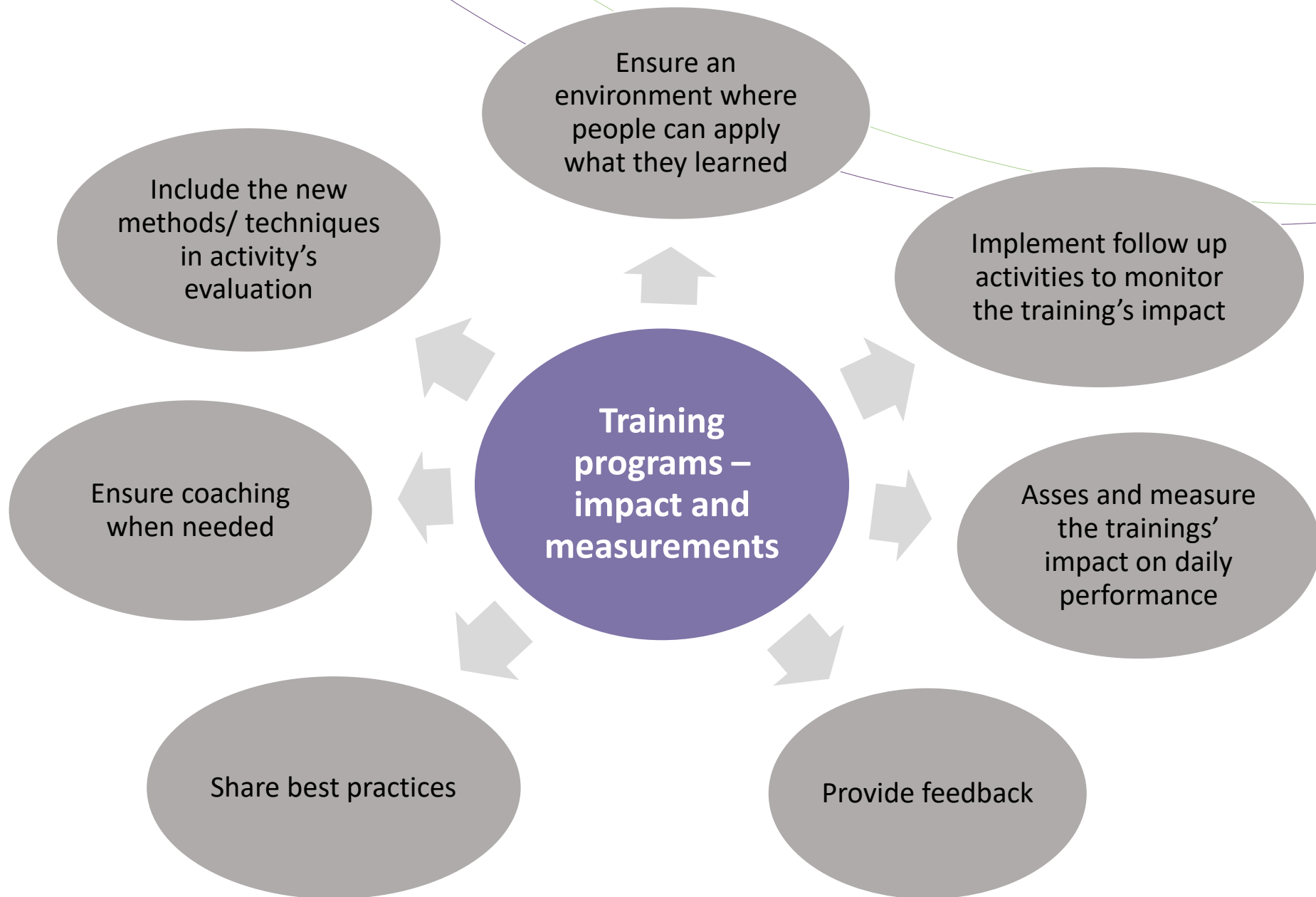


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*Thank
you*



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