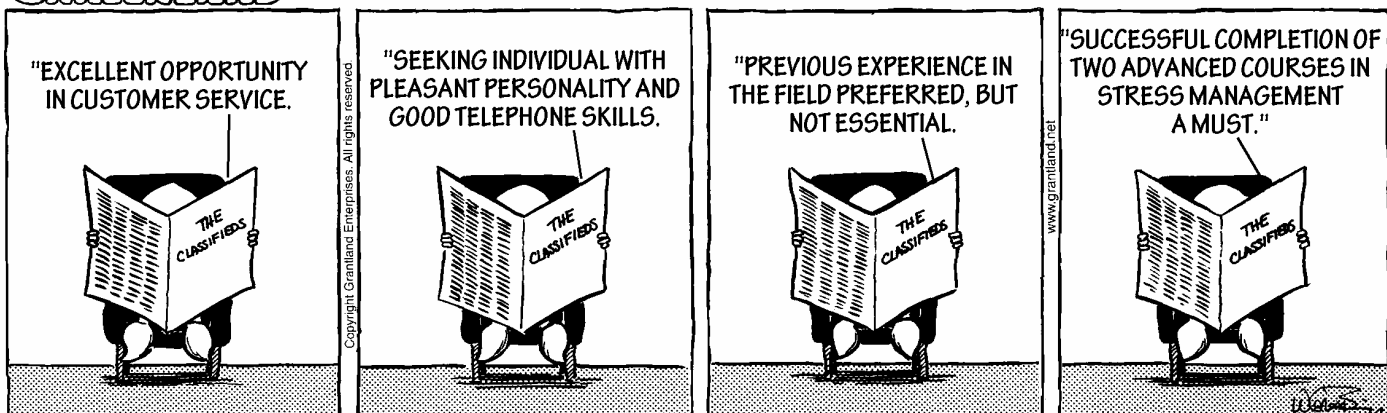


No. 20: Customer Service

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Instructor's Talking Point:

Solving customer problems can be stressful, but it's important to remain patient and solve the problem.



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