

# **Crisp: Call Center Success: Essential Skills For CSRs (Crisp Fifty Minute Series) By Lloyd C. Finch**

**By Lloyd C. Finch**

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Lloyd C. Finch is the author of Crisp (3.00 avg rating, 4 ratings, 1 review, published 2000), Telephone Courtesy & Customer Service Lloyd C. Finch s Followers

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