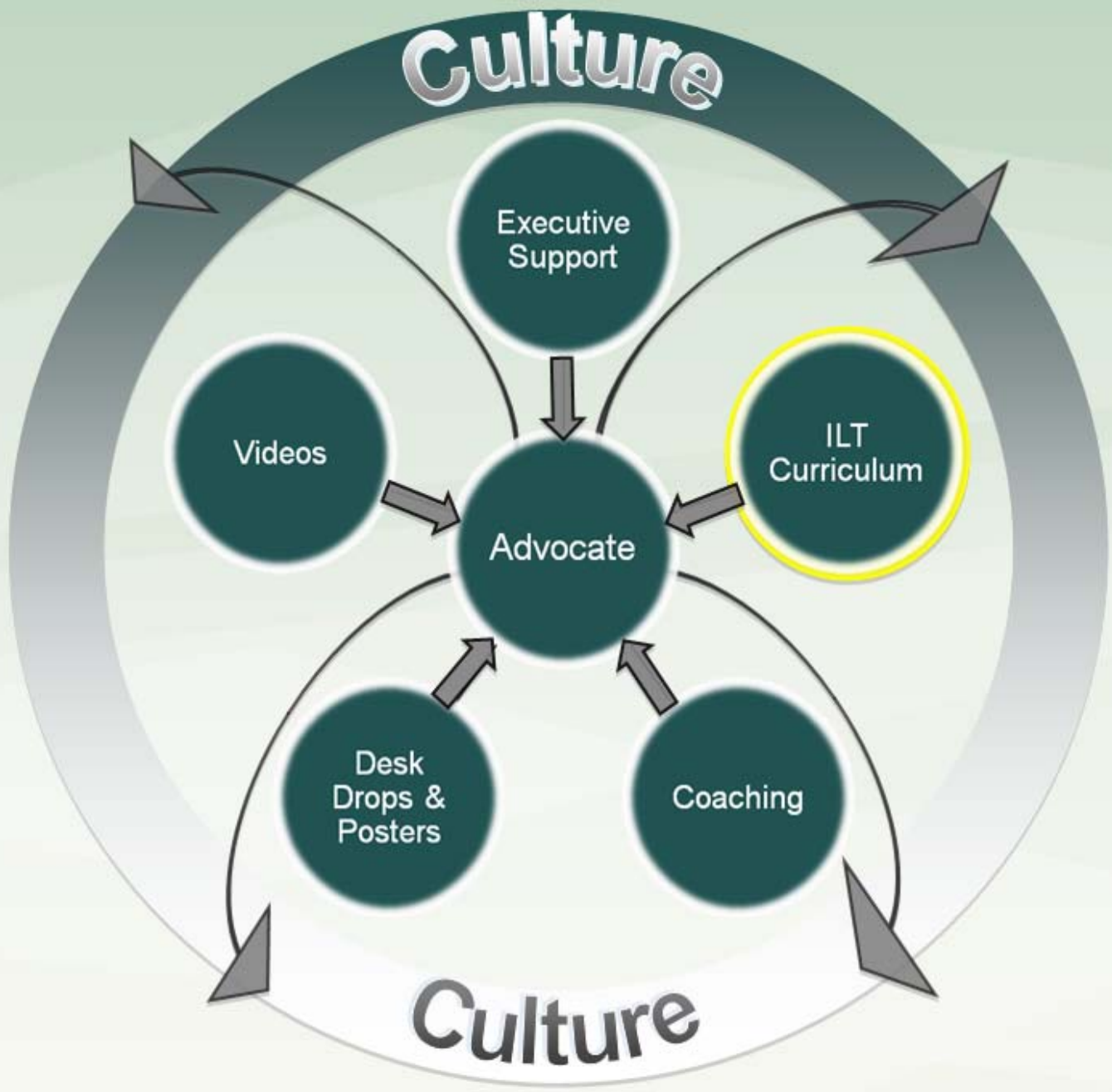


From Cordial Efficiency to Customer Delight: Factors Impacting our Cultural Change



A Prescription for Customer Advocacy

