## Improving Customer Service in a Large Department Sto Feedback

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**Citation Report** 

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2	Customer Feedback to the Main Office. Journal of Organizational Behavior Management, 1985, 7, 37-50.	1.2	4
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4	Organizational Behavior Management in the Private Sector: A Review of Empirical Research and Recommendations for Further Investigation. Academy of Management Review, 1985, 10, 848.	11.7	10
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