



Crisp: Telemarketing Tips from A to Z: How to Make Every Call a Winner! (Crisp Fifty-Minute Series)

Nancy J. Friedman

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With the same easy-to-understand style of her first book, Telephone Skills from A-Z, Nancy Friedman, The Telephone Doctor(R), creates a handy guide for people in telemarketing. It is filled with advice on how to approach any situation with a creative and positive attitude.

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