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**Howard Schultz, Starbucks CEO Talks Business** Brendan Barns, founder of the London Business Forum, interviews Starbucks CEO Howard Schultz. London Business Forum ...

## **Seinfeld Customer Service Example**

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<http://www.engvid.com/> Do you work in customer service? What do you do when your customer has a problem? In this video, I will ...

**HBR: What matters more than customer satisfaction**  
Source: **Harvard Business Review**.

**Customer Service Vs. Customer Experience** For detailed notes and links to resources mentioned in this video, visit ...

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