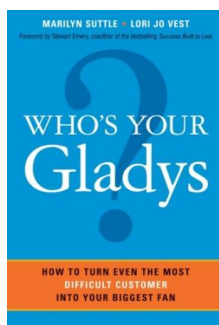


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# WHO S YOUR GLADYS?: HOW TO TURN EVEN THE MOST DIFFICULT CUSTOMER INTO YOUR BIGGEST FAN



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- Authored by Marilyn Suttle, Lori Jo Vest
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