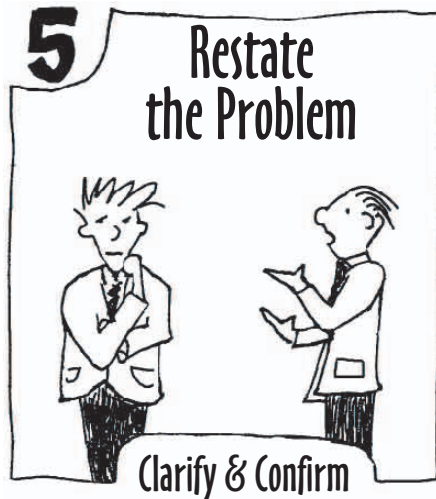


Nine Easy Steps for Dealing with Upset Customers



Take another deep breath and congratulate yourself on your superb communication skills!