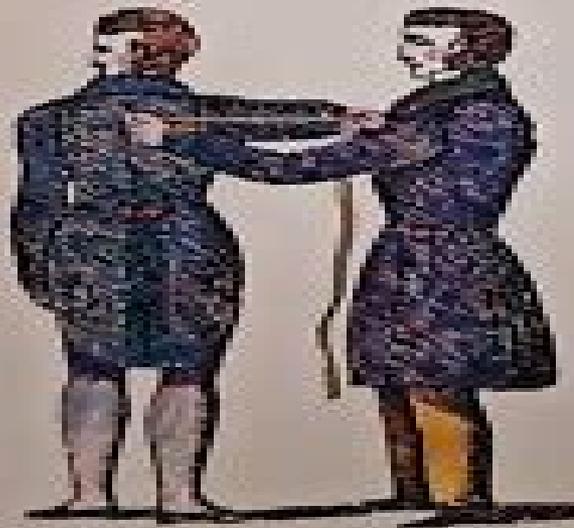


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in the chapter Detailed international Case Studies which cover a variety of sectors organizations and regions designed to foster critical thinking the cases illustrate actual business scenarios that stress several concepts found in the chapter They analyze customer service in the U S South America South Africa Europe Russia Australia China Canada Korea and Dubai

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