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Essential 60-Minute Crash Course By Kirt Manecke**

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Kirt Manecke is author of the award-winning book *Smile: Sell More with Amazing Customer Service – The Essential 60-Minute Crash Course*.

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On the cover it touted that it was, “The Essential 60-minute Crash Course,” so I shoved it in Well, it didn't even last 60 minutes; I read it while on the tarmac . a wonderful review of Smile: Sell More with Amazing Customer

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