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is directly related to Tourism because

Travel Industry is based on Money and

without customer there is no Income.

Good customer service is required at

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Regardless of how rude and demanding

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However, despite its importance, quality

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Great customer service takes place across

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Tourism Vancouver Island training and

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Figure 9.2 Great customer service takes place across many platforms and is critical for tourism and hospitality employers. In a 2010 Tourism Vancouver Island training and education needs assessment survey, employers and managers indicated that customer service skills were one of the most significant issues (Tourism Vancouver Island, 2010).

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