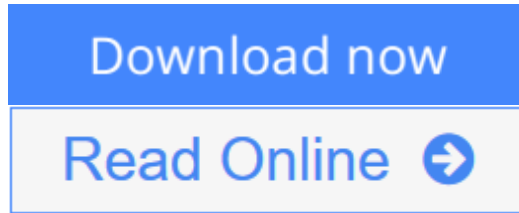


Every Manager's Desk Reference

By The Editors and Designers of Alpha Books, Alpha Editors



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Providing self-contained how-to sections, this reference guide includes contributions from leading experts in the fields of managing organizations, marketing, stress and time management, and customer service.

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