

BIBLIOGRAPHY

Printed Sources

DeVeau, Linsley T., et al. Front Office Management and Operations. New Jersey: Prentice Hall, 1996.

Shriver, Stephen J. Managing Quality Services. New York: The Educational Institute, 1988.

Taylor, Shirley. Communication for Business. England: Longman, 1999.

Electronic Sources

Bragg, Terry. "Prevent Misunderstandings." Terrybragg.com. 7 September 2009. <http://www.terrybragg.com/Article_Misunderstandings.htm>

Conner, Jay. "Know Your Product Before You Sell it." Jconners.com. 2005. 7 September 2009. <<http://www.jconners.com/articles/knowyourproduct.html>>

Reschny, Susan. "Toolbox Sessions." 14 December 2009. <<http://www.itd2.com/newsletter/Dec03/toolbox.htm>>