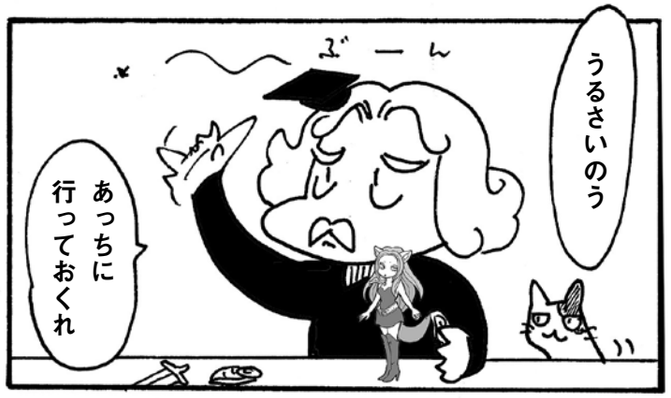
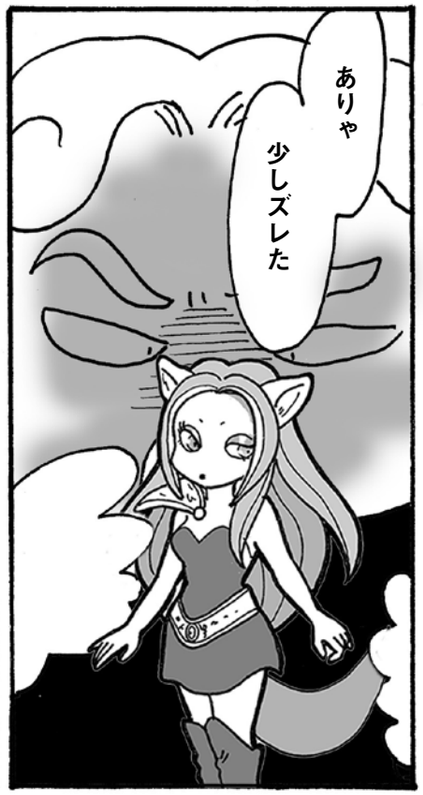
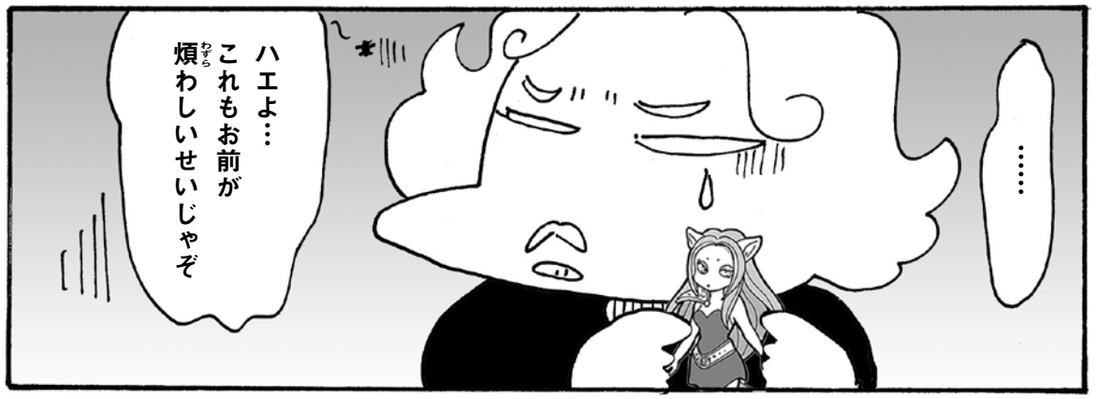
店頭応対ケーススタディ

煩雑な手続きに不満を示すお客様への対応

原案●本誌編集部／画●ただのかずみ