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https://www.100test.com/kao_ti2020/123/2021_2022__E5_86_99_E4_BD_9C_EF_BC_9AG_c86_123745.htm 4 4、The following is taken from an advertisement placed in a weekly business magazine by the Dickens Academy. "We distributed a survey to senior management at International Mega-Publishing, Inc. The result of the survey clearly indicates that many employees were well prepared in business knowledge and computer skills, but lacked interpersonal skills to interact gracefully with customers. International Mega-Publishing decided to improve customer satisfaction by sending their newly hired employees to our one-day seminars. Since taking advantage of our program, International Mega-Publishing has seen a sharp increase in sales, an indication that the number of their disgruntled customers has declined significantly. Your company should hire Dickens and let us turn every employee into an ambassador for your company." 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com