ExerciseMany of them shared with us their tremendous need to be informed , to be kept up-to-date on their medical condition and to be told when the end was near.Second, we have tried to isolate some of the key factors that govern service quality, and offer examples of organizations that manage service well and of some that manage it poorly.If you are a man, you can point out that most poets and men of science are male. if you are a woman, you can retort that so are most criminals.

" need"

" to be informed"   " to be kept up-to-date on their medical condition"   " to be told when the end was near"

that govern service quality   factors   and

that manage service well

organizations   and   examples

Of some   examples of some organizations

that manage it poorly   some   it   "

service"

if

that   point out

that   most
criminals   so   male

100Test
www.100test.com