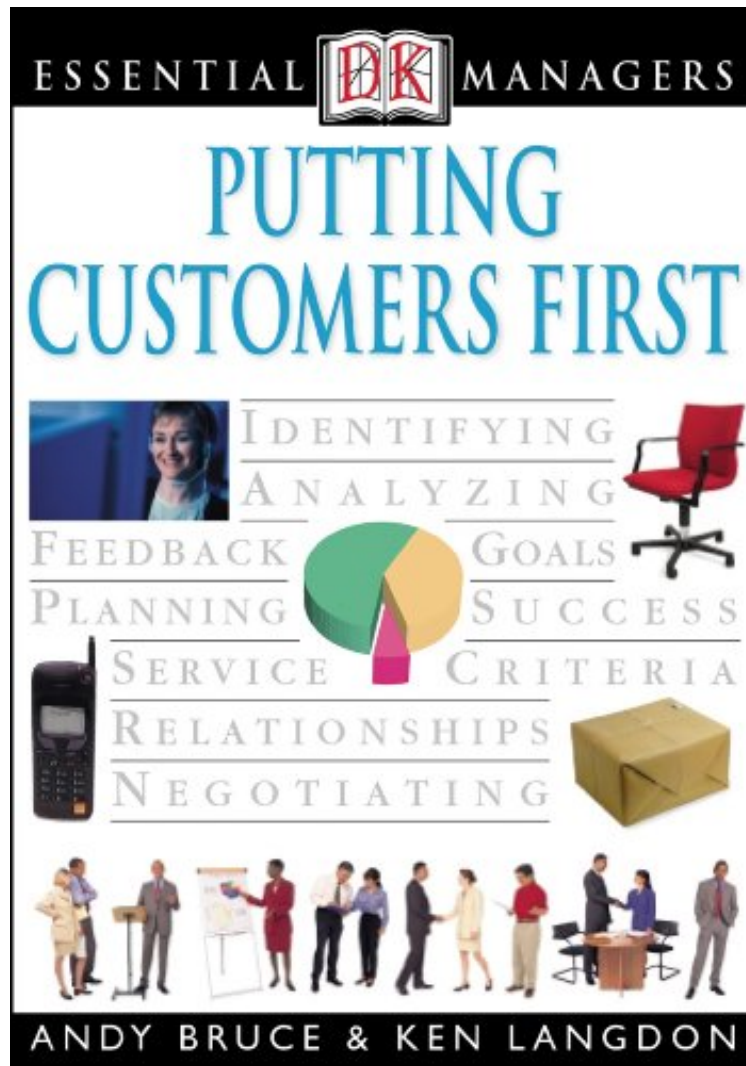


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## DK Essential Managers: Putting Customers First

*Andy Bruce, Ken Langdon*

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DK's best-selling Essential Managers series are ideal for managers at every level. These compact references demonstrate the techniques and skills that are useful in any work environment, making this series the most accessible single-subject business guides on the market.

About the Author Andy Bruce, co-founder of SofTools Ltd. and Ken Langdon, former sales and marketing executive, have co-written 3 books in the Essential Managers series: 'Project Management', 'Strategic Thinking' and 'Do It Now!'

Ken has also co-written Essential Managers 'Appraising Staff'.