



Técnicas de recepción y comunicación (Spanish Edition)

Laura Viera Lara

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El objetivo de este manual es transmitir comunicaciones de forma oral, escrita o telemática, adecuándola a cada caso y analizando los protocolos de calidad e imagen empresarial e institucional para desempeñar las actividades de recepción y comunicación al cliente/visitante/usuario.

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