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In addition to Management: Meeting and Exceeding Customer Expectations, she has co-authored several discipline-specific, Internet-related books and has developed several online classes. Ms. Allen has made numerous presentations to industry and has led workshops in the United States, Australia, and Mexico.

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a management consultant, a college professor for 30 years at Wright College, and most recently an entrepreneur. Warren has authored several textbooks, including Supervision: The Direction of People at Work, Business, The Consumer in America, and Management: Meeting and Exceeding Customer Expectations.

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