



Essentials of Fire Department Customer Service

Alan V. Brunacini

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by: Alan Brunacini ©1996 Published by: IFSTA The first of its kind, this text explains the application of common-sense customer service concepts to the fire service. Written in a humorous conversational style, Chief Alan Brunacini of the Phoenix Fire Department provides the reader with an enjoyable reading experience and vital information on how we can better serve our customers. Essentials of Fire Department Customer Service is basic reading for every firefighter, officer, and administrator.. ISBN #0879391278
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