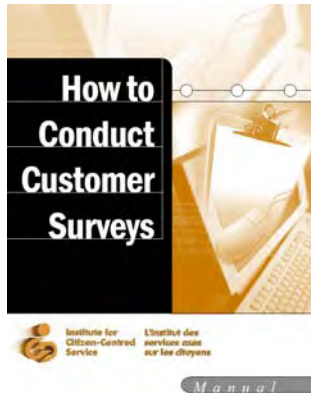


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How to Conduct Customer Surveys. From understanding objectives to selecting questions, to collecting data, this guide walks managers through a five-step process for conducting client satisfaction surveys.

Institute for Citizen-Centred Service (Canada), 2004

Free online at: <http://iccs-isac.org/en/cmt/publications.htm>



Kitchen Companion: Your Safe Food Handbook. Contains all of the basic information you need to know about food safety...some old, some new...and all in one place.

U.S. Department of Agriculture, Food Safety and Inspection Service, 2008

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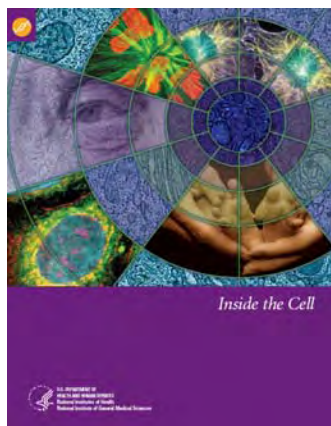
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Inside the Cell. This full-color guide explores some of the basic structures that allow cells to accomplish their tasks and some of the ways scientists study cells; the functions shared by virtually all cells; how cells specialize to get their unique jobs done; and how cells reproduce, age, and die.

National Institutes of Health, National Institute of General Medical Sciences, 2005

Free online at: <http://publications.nigms.nih.gov/insidethecell/>



REGREEN Residential Remodeling Guidelines 2008. A complete guide to residential remodeling; includes photos, illustrations, glossary, and more.

U.S. Green Building Council and the American Society of Interior Designers' Foundation, 2008

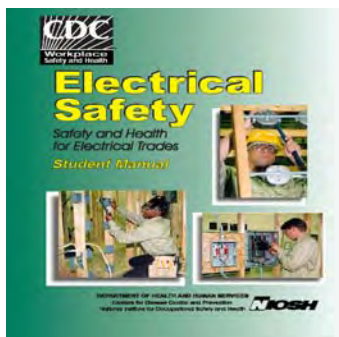
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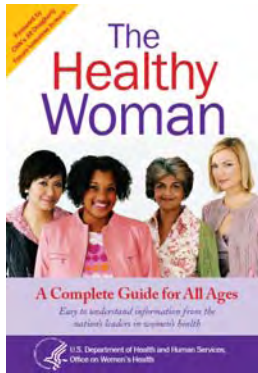
Taking the Mystery Out of Retirement Planning. A how-to guide for preparing for your retirement.

U.S. Department of Labor, 2006

Free online at: www.dol.gov/ebsa/publications/nearretirement.html



Safety and Health for Electrical Trades. A complete, full-color student curriculum in eight sections. Centers for Disease Control and Prevention, National Institute for Occupational Safety and Health, 2002
Free online at: www.cdc.gov/niosh/docs/2002-123/2002-123a.html



The Healthy Woman: A Complete Guide for All Ages. Full-color guide with chapters that address heart disease, stroke, cancer, mental health, healthy aging, nutrition and fitness, and other topics. U.S. Department of Health and Human Services, 2008
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