

## Chapter One What Is Customer Service

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Needs  
States of deprivation  
Physical—food, clothing, warmth, safety  
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**MKTG 3202 - Consumer Behavior: Buying, Having, Being (1)** East Tennessee State University Prof. Nancy Southerland, MBA.

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**Pale Blue Dot - Chapter 1: "Wanderers"** Chapter 2 was released on May 1st, 2018: <https://www.youtube.com/watch?v=ELnXGGjLXc> Originally uploaded to Google ...

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