

Customer Service Specialist Study Guide 4th Edition

ERRATA SHEET

An updated version of the CSS Study Guide Errata Sheet can be found online at www.eta-i.org/CSSerrataSheet.pdf

Page 192 Answer Key

63 - B
64 - D
84 - B
90 - B
112 - B
118 - A
137 - B
148 - D
154 - A

