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[Springer](#) This is the 30th anniversary edition of the leading guide to taxation in Britain. It will incorporate updates following the Finance Act 2001 and contains full coverage of taxes, recent changes and the main implications of taxes. A bestseller with students, professionals and private individuals it is a practical guide which explains in simple terms how the tax system works and how to best minimise tax liabilities.

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[Libraries Unlimited](#) Describes educational uses for the Internet, tells how to navigate the Internet, and surveys resources in the areas of art, music, drama, foreign languages, math, science, social studies, and geography.

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**Currency** A decade ago, computer scientist Douglas Hofstadter coined the term innumeracy, which aptly described the widespread ailment of poor quantitative thinking in American society. So, in *What the Numbers Say*, Derrick Niederman and David Boyum present clear and comprehensible methods to help us process and calculate our way through the world of “data smog” that we live in. Avoiding abstruse formulations and equations, Niederman and Boyum anchor their presentations in the real world by covering a particular quantitative idea in relation to a context-like probability in the stock market or interest-rate percentages. And while this information is useful toward helping us to be more financially adept, *What the Numbers Say* is not merely about money. We learn why there were such dramatic polling swings in the 2000 U.S. presidential election and why the system of scoring for women’s figure skating was so controversial in the 2002 Winter Olympics, showing us that good quantitative thinking skills are not only practical but fun.

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Stoddart Pub A guide to buying a used car or minivan features information on the strengths and weaknesses of each model, a safety summary, recalls, warranties, and service tips.

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[John Wiley & Sons](#) This new edition of a one-of-a-kind handbook provides an essential updating to keep the book current with technology and practice. New coverage of topics such as machine-room-less systems and current operation and control procedures, ensures that this revision maintains its standing as the premier general reference on vertical transportation. A team of new contributors has been assembled to shepherd the book into this new edition and provide the expertise to keep it up to date in future editions. A new copublishing partnership with Elevator World Magazine ensures that the quality of the revision is kept at the highest level, enabled by Elevator World's Editor, Bob Caporale, joining George Strakosch as co-editor.

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### CLIMATE POLICY ASSESSMENT

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[Springer Science & Business Media](#) The Asia-Pacific Integrated Model (AIM) brings together more than 20 computer simulation models for development and analysis of policy in such diverse fields as climate change mitigation, air pollution abatement, and ecosystem preservation. This first book in a series on the development of AIM focuses on climate change issues and the evaluation of policy options to stabilize the global climate. It presents an overview of the models developed to date, their structure, and the results and analyses presented to policymakers and researchers at the levels of individual Asian countries, the Asia-Pacific region, and the world at large. The contents vary in scope from local to global issues, with discussions of the effects of climate policies, cost analyses of climate policies with their effects on trade, and global scenario analyses. Also included are impact analyses and the effects of promoting environmental technologies.

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### THE SATURN DIFFERENCE

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### CREATING CUSTOMER LOYALTY IN YOUR COMPANY

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[John Wiley & Sons Incorporated](#) Have you been Saturnized? Many people can make that claim thanks to the company's renowned style of conducting business, which keeps their customers enthusiastic and coming back to purchase again and again. In an industry where the average customer loyalty rate hovers around 44 percent, Saturn excels at close to 60 percent-a tremendous accomplishment for a company to achieve in only eight years. What really is the Saturn difference? Why do their customers find the experience of doing business with them to be truly special? And-most important of all-how can your business follow in Saturn's footsteps? Marketing expert Vicki Lenz answers these questions as she explores how Saturn built its exceptional customer service reputation, using Saturn's successful methods to demonstrate how any company can create positive relationships with customers and turn one-time buyers into repeat-purchasing, loyal clients. You'll hear from dozens of enthusiastic Saturn customers explaining why they love dealing with Saturn and why they will return to buy again. Lenz explains in detail what the Saturn Corporation has done to foster such devotion, and how you can adapt their methods to your business. Each chapter of this book covers a different step that companies can take to gain customer loyalty, such as how to create interest, how to help customers feel welcome, and how to solve problems. Lenz also provides a complete breakdown of the sales process-before, during, and after the sale-to demonstrate how a customer's experience should be, for any product or service, from any size or type of business. You'll learn how Saturn does it, what customers think about it, and how you can make the changes necessary to become more customer-focused. Lenz will show you how to build your company's reputation through quality and value, creating a buzz and attracting people to your business and your product. Among the many other strategies and tips you'll learn: \* The ten reasons to create customer loyalty \* The five core values that represent the Saturn style of business \* Unique ways to "reach out and touch" your customers \* "What You Can Do" ideas for immediate action Whether you're a salesperson, manager, small business owner, or a CEO, it's up to you to create the excitement and environment that will inspire customer loyalty. The lessons of The Saturn Difference, well and sincerely learned, will give you the tools you need to keep your customers coming back-and also spreading the good word. Your company may meet customers' expectations on the initial buy, but how can you be certain they will return to buy again? The Saturn Corporation knows that the key is to think of customers in terms of relationships, not transactions. In this insightful book, Vicki Lenz will show you how Saturn earned its outstanding record of customer loyalty, and how your business can do the same. Discover how creating a customer-loyalty atmosphere within your company can help you hire the right employees, attract long-term business, increase your profit margins, and deliver a serious blow to your competition. "Finally, the amazing story of Saturn! Vicki Lenz provides a practical, up-close view of Saturn's unique and radical approach to creating loyal customers. The lessons apply to all of us."-Tom Peters "Vicki Lenz has fashioned an eloquent, user-friendly road map for creating and maintaining customer loyalty. Saturn is the Nordstrom of the car business."-Robert Spector, coauthor The Nordstrom Way "Good reading! It's great to actually read one of our guest's thoughts in black and white. This book is like a report card you can't wait to show your parents."-Steven Salemi, Vice President General Manager, Saturn of Louisville

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### THE CAR OWNER'S SURVIVAL GUIDE

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[Ballantine Books](#) Answers important questions about the care, service, maintenance, and repair of an automobile and offers tips on symptoms of automotive problems, dealing with mechanics, repair costs, driving techniques, and more

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### THE CYBERUNION HANDBOOK: TRANSFORMING LABOR THROUGH COMPUTER TECHNOLOGY

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### TRANSFORMING LABOR THROUGH COMPUTER TECHNOLOGY

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[Routledge](#) In his original CyberUnion, the author presented a bold plan for unions to develop a more significant role in the 21st century by adopting four strategic aids - futuristics, innovations, services, and traditions (F-I-S-T) - knit together by cutting-edge Info Tech resources. CyberUnions in Action expands on the F-I-S-T model and looks at gains and setbacks in pioneering efforts to create "CyberUnions". It highlights relevant websites, and features interviews with key CyberUnion advocates (and some critics). Shostak reviews overseas union efforts for transferable lessons, and pays special attention to the AFL-CIO campaign to ensure Labor's advances in the use of computer networks, the Internet, wireless devices, and more.

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