

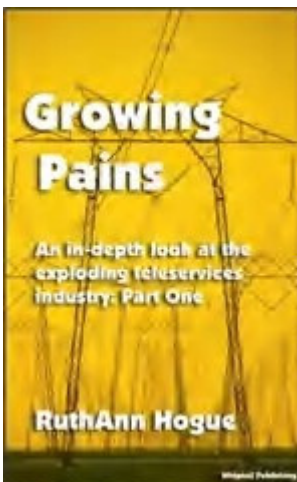
"**Goodbye, Walter**" is, "An intimate look at the process of death and the human heart and spirit. As RuthAnn Hogue struggles with her own "deaths" and rebirths, she finds salvation in her hospice care assignment. Hospice care "saves" Walter Schifter and Walter Schifter saves RuthAnn Hogue. Providing a rare glimpse into the mind of a dying man, Hogue's book also renders a moving portrait of the intimates involved: Their highs and lows, their joys and sufferings, as well as their moments of enlightenment. For those of little faith, and for those of great faith. Touching and commendable."

Karen Villaneuva, a book publicist with Author Care who has worked with best-selling authors regionally and nationally.

Available at major booksellers everywhere and online stores for \$13.95 retail. Discounts available for bulk orders of 24 or more copies.

Information: www.Goodbye-Walter.com.

RuthAnn@Goodbye-Walter.com



"RuthAnn Hogue's in-depth study of call center trends, with a focus on Tucson, Arizona, was a real eye-opener for me. Not having worked in the industry, I had no idea that there was such a polarity of working conditions. I read with interest and a vague sense of horror about the environment of some call centers, which resemble the old "sweat shop" or "galley slave" mentality, not necessarily in the physical sense, but more in the emotional arena.

"Hogue skillfully contrasts this with call centers that go so far as to offer their employees periodic backrubs during their work day. The contrast between the two extremes was drawn with a sharp, well-researched line.

"Interviews with call center workers, both current and former, provided an invaluable peek inside this "invisible" industry as well. No one says it quite like those who've 'been there, done that.'

"This comprehensive work even delves into the politics of call centers, giving their most popular geographic locations and a generalized profile of the average call center employee. It covers the changing face of policies, touches on wage information and the future possibility of raising the bar on education and the presentation of career fairs. The 'Fast Facts' segments proved to be interesting and helpful."

Shirley Bahlmann, author of historical non-fiction.

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