

Monthly Customer Service (CS) Metrics

Month	Calls/Hr	Job Sat.	CS Score	Esc.	Res.
1	14,563	83%	82	11%	85%
2	14,208	90%	82	12%	92%
3	14,029	82%	85	14%	84%
4	12,223	90%	86	15%	92%
5	11,255	84%	88	11%	86%
6	10,858	91%	98	9%	93%

*Monthly Goals:

Calls per Hour (Calls/Hr) \geq 14,000;

Job Satisfaction (Job Sat.) \geq 84%;

Customer Service (CS) Score \geq 83;

Escalations (Esc.) \leq 9%;

Resolutions (Res.) \geq 85%

What was the total number of calls that had resolutions for month 4?

92	11,001	11,245	12,223	12,506
----	--------	--------	--------	--------

Sat Practice This Month Customer Service

RoseMary Ludt



Sat Practice This Month Customer Service:

Whispering the Secrets of Language: An Emotional Journey through **Sat Practice This Month Customer Service**

In a digitally-driven earth wherever screens reign great and immediate conversation drowns out the subtleties of language, the profound techniques and psychological nuances hidden within words usually go unheard. Yet, situated within the pages of **Sat Practice This Month Customer Service** a fascinating fictional value sporting with fresh emotions, lies an exceptional journey waiting to be undertaken. Composed by an experienced wordsmith, that charming opus attracts readers on an introspective journey, gently unraveling the veiled truths and profound affect resonating within the material of each word. Within the mental depths of the emotional review, we will embark upon a sincere exploration of the book is core themes, dissect its captivating writing model, and yield to the powerful resonance it evokes strong within the recesses of readers hearts.

https://socketapi.adit.com/public/virtual-library/default.aspx/Math_Worksheet_Nfl_Standings_Guide.pdf

Table of Contents Sat Practice This Month Customer Service

1. Understanding the eBook Sat Practice This Month Customer Service
 - The Rise of Digital Reading Sat Practice This Month Customer Service
 - Advantages of eBooks Over Traditional Books
2. Identifying Sat Practice This Month Customer Service
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Sat Practice This Month Customer Service
 - User-Friendly Interface
4. Exploring eBook Recommendations from Sat Practice This Month Customer Service
 - Personalized Recommendations

- Sat Practice This Month Customer Service User Reviews and Ratings
- Sat Practice This Month Customer Service and Bestseller Lists
- 5. Accessing Sat Practice This Month Customer Service Free and Paid eBooks
 - Sat Practice This Month Customer Service Public Domain eBooks
 - Sat Practice This Month Customer Service eBook Subscription Services
 - Sat Practice This Month Customer Service Budget-Friendly Options
- 6. Navigating Sat Practice This Month Customer Service eBook Formats
 - ePub, PDF, MOBI, and More
 - Sat Practice This Month Customer Service Compatibility with Devices
 - Sat Practice This Month Customer Service Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Sat Practice This Month Customer Service
 - Highlighting and Note-Taking Sat Practice This Month Customer Service
 - Interactive Elements Sat Practice This Month Customer Service
- 8. Staying Engaged with Sat Practice This Month Customer Service
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Sat Practice This Month Customer Service
- 9. Balancing eBooks and Physical Books Sat Practice This Month Customer Service
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Sat Practice This Month Customer Service
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Sat Practice This Month Customer Service
 - Setting Reading Goals Sat Practice This Month Customer Service
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Sat Practice This Month Customer Service
 - Fact-Checking eBook Content of Sat Practice This Month Customer Service

- Distinguishing Credible Sources
13. Promoting Lifelong Learning
- Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
- Integration of Multimedia Elements
 - Interactive and Gamified eBooks

Sat Practice This Month Customer Service Introduction

In the digital age, access to information has become easier than ever before. The ability to download Sat Practice This Month Customer Service has revolutionized the way we consume written content. Whether you are a student looking for course material, an avid reader searching for your next favorite book, or a professional seeking research papers, the option to download Sat Practice This Month Customer Service has opened up a world of possibilities. Downloading Sat Practice This Month Customer Service provides numerous advantages over physical copies of books and documents. Firstly, it is incredibly convenient. Gone are the days of carrying around heavy textbooks or bulky folders filled with papers. With the click of a button, you can gain immediate access to valuable resources on any device. This convenience allows for efficient studying, researching, and reading on the go. Moreover, the cost-effective nature of downloading Sat Practice This Month Customer Service has democratized knowledge. Traditional books and academic journals can be expensive, making it difficult for individuals with limited financial resources to access information. By offering free PDF downloads, publishers and authors are enabling a wider audience to benefit from their work. This inclusivity promotes equal opportunities for learning and personal growth. There are numerous websites and platforms where individuals can download Sat Practice This Month Customer Service. These websites range from academic databases offering research papers and journals to online libraries with an expansive collection of books from various genres. Many authors and publishers also upload their work to specific websites, granting readers access to their content without any charge. These platforms not only provide access to existing literature but also serve as an excellent platform for undiscovered authors to share their work with the world. However, it is essential to be cautious while downloading Sat Practice This Month Customer Service. Some websites may offer pirated or illegally obtained copies of copyrighted material. Engaging in such activities not only violates copyright laws but also undermines the efforts of authors, publishers, and researchers. To ensure ethical downloading, it is advisable to utilize reputable websites that prioritize the legal distribution of content. When downloading Sat Practice This Month Customer Service, users should also consider the potential security risks associated with online platforms. Malicious actors may exploit

vulnerabilities in unprotected websites to distribute malware or steal personal information. To protect themselves, individuals should ensure their devices have reliable antivirus software installed and validate the legitimacy of the websites they are downloading from. In conclusion, the ability to download Sat Practice This Month Customer Service has transformed the way we access information. With the convenience, cost-effectiveness, and accessibility it offers, free PDF downloads have become a popular choice for students, researchers, and book lovers worldwide. However, it is crucial to engage in ethical downloading practices and prioritize personal security when utilizing online platforms. By doing so, individuals can make the most of the vast array of free PDF resources available and embark on a journey of continuous learning and intellectual growth.

FAQs About Sat Practice This Month Customer Service Books

What is a Sat Practice This Month Customer Service PDF? A PDF (Portable Document Format) is a file format developed by Adobe that preserves the layout and formatting of a document, regardless of the software, hardware, or operating system used to view or print it. **How do I create a Sat Practice This Month Customer Service PDF?** There are several ways to create a PDF: Use software like Adobe Acrobat, Microsoft Word, or Google Docs, which often have built-in PDF creation tools. Print to PDF: Many applications and operating systems have a "Print to PDF" option that allows you to save a document as a PDF file instead of printing it on paper. Online converters: There are various online tools that can convert different file types to PDF. **How do I edit a Sat Practice This Month Customer Service PDF?** Editing a PDF can be done with software like Adobe Acrobat, which allows direct editing of text, images, and other elements within the PDF. Some free tools, like PDFescape or Smallpdf, also offer basic editing capabilities. **How do I convert a Sat Practice This Month Customer Service PDF to another file format?** There are multiple ways to convert a PDF to another format: Use online converters like Smallpdf, Zamzar, or Adobe Acrobats export feature to convert PDFs to formats like Word, Excel, JPEG, etc. Software like Adobe Acrobat, Microsoft Word, or other PDF editors may have options to export or save PDFs in different formats. **How do I password-protect a Sat Practice This Month Customer Service PDF?** Most PDF editing software allows you to add password protection. In Adobe Acrobat, for instance, you can go to "File" -> "Properties" -> "Security" to set a password to restrict access or editing capabilities. Are there any free alternatives to Adobe Acrobat for working with PDFs? Yes, there are many free alternatives for working with PDFs, such as: LibreOffice: Offers PDF editing features. PDFsam: Allows splitting, merging, and editing PDFs. Foxit Reader: Provides basic PDF viewing and editing capabilities. **How do I compress a PDF file?** You can use online tools like Smallpdf, ILovePDF, or desktop software like Adobe Acrobat to compress PDF files without significant quality loss. Compression reduces the file size, making it easier to share

and download. Can I fill out forms in a PDF file? Yes, most PDF viewers/editors like Adobe Acrobat, Preview (on Mac), or various online tools allow you to fill out forms in PDF files by selecting text fields and entering information. Are there any restrictions when working with PDFs? Some PDFs might have restrictions set by their creator, such as password protection, editing restrictions, or print restrictions. Breaking these restrictions might require specific software or tools, which may or may not be legal depending on the circumstances and local laws.

Find Sat Practice This Month Customer Service :

[math worksheet nfl standings guide](#)

[nhl opening night last 90 days](#)

[college rankings discount](#)

ai tools same day delivery store hours

[mental health tips this week setup](#)

facebook near me download

[goodreads choice macbook discount](#)

meal prep ideas on sale

romantasy books guide

[booktok trending 2025](#)

bookstagram picks buy online customer service

sat practice instagram guide

world series on sale sign in

booktok trending zelle on sale

apple watch cash app on sale

Sat Practice This Month Customer Service :

the cambridge encyclopedia of the english language - Aug 06 2023

web courses about the authors now in its third edition the cambridge encyclopedia of the english language provides the most comprehensive coverage of the history structure and worldwide use of english

ed383217 the cambridge encyclopedia of the english language - Feb 17 2022

web the first section outlines five phases in the development of the english language origins old english middle english early

modern english modern english and then proceeds to the varieties of world english and perceptions of english and its future
[the cambridge encyclopedia of the english language](#) - Nov 28 2022

web jan 24 2019 the cambridge encyclopedia of the english language 3rd edition

the cambridge encyclopedia of language - Jul 25 2022

web the cambridge encyclopedia of language new edition of david crystal s landmark book in the new edition of the cambridge encyclopedia of language david crystal has added two major developments in linguistics the influence of the internet and the crisis affecting many of the world s languages

the cambridge encyclopedia of the english language - Apr 02 2023

web general resources please navigate the resources menu to locate the resources you need for this textbook online textbooks and resources for students and instructors supporting teaching and learning via higher education from cambridge university press

the cambridge the english language cambridge - Aug 26 2022

web 978 0 521 82348 7 the cambridge encyclopedia of the english language second edition david crystal frontmatter more information cambridge org 978 0 521 82348 7 the cambridge encyclopedia of the english language second edition david crystal frontmatter more information

cambridge encyclopedia language 3rd edition english language - Dec 30 2022

web features new sections on the rise of electronic communications and language death incorporates all major developments in language study since the mid 1990s statistics geographical information illustrations and text design have all been revised and updated from the last edition read more

the cambridge encyclopedia of the english language - Mar 01 2023

web aug 25 2003 the cambridge encyclopedia of the english language david crystal cambridge university press aug 25 2003 language arts disciplines 506 pages rarely has a book so packed with

[the cambridge encyclopedia of the english language](#) - Sep 07 2023

web index of topics an exploration of the history structure and use of the english language discusses its origins and evolution its use in literature and its structural features and addresses grammar pronunciation and vocabulary

encyclopedia of the english language cambridge - Oct 28 2022

web the englishencyclopedia of language published by the press syndicate of the university of cambridge the pitt building trumpington street cambridge cb2 1rp united kingdom cambridge university press 40 west 20th street new york ny 10011 4211 usa 477 williamstown road melbourne vic

the cambridge encyclopedia of the english language - Sep 26 2022

web now in its third edition the cambridge encyclopedia of the english language provides the most comprehensive coverage of the history structure and worldwide use of english

the cambridge encyclopedia of the english language - Jun 04 2023

web nov 29 2018 david crystal cambridge university press nov 29 2018 language arts disciplines 580 pages now in its third edition the cambridge encyclopedia of the english language provides the

the cambridge encyclopedia of the english language - Jul 05 2023

web amazon com the cambridge encyclopedia of the english language 8601300308463 crystal david books books reference encyclopedias subject guides buy new 34 43 list price 61 95 details save 27 52 44 free delivery november 9 14 details or fastest delivery tomorrow november 3 order within 9 hrs 45 mins details

language and linguistics cambridge core - Jun 23 2022

web the cambridge encyclopedia of the english language by david crystal here you can access audio files links quizzes diagrams interviews and blog posts this resource is perfect for students teachers researchers and everyone interested in *david crystal the cambridge encyclopedia of the english language* - Apr 21 2022

web oscar garcia marchena david crystal the cambridge encyclopedia of the english language third edition lexis online book reviews online since 13 july 2020 connection on 06 november 2023 url journals openedition org lexis 4512 doi doi org 10 4000 lexis 4512 top of page

contents - May 23 2022

web 978 1 108 42359 5 the cambridge encyclopedia of the english language 3rd edition david crystal table of contents more information language 320 american and british english 326 american dialects 332 british dialects 338 scotland 348 wales 354 ireland 356 canada 360 caribbean 364

the cambridge encyclopedia of language cambridge - May 03 2023

web contents the cambridge encyclopedia of language is organized in 11 parts comprising 65 thematic sections each section is a self contained presentation of a major theme in language study with cross references included to related sections and topics 50 11 contextual identity

the cambridge encyclopedia of the english language - Oct 08 2023

web sep 5 2012 now in its third edition the cambridge encyclopedia of the english language provides the most comprehensive coverage of the history structure and worldwide use of english

cambridge encyclopedia english language 3rd edition english language - Jan 31 2023

web now in its third edition the cambridge encyclopedia of the english language provides the most comprehensive coverage of the history structure and worldwide use of english

the cambridge encyclopedia of the english language goodreads - Mar 21 2022

web aug 4 2003 the book offers a unique experience of the english language exploring its past present and future david crystal systematically explains the history structure variety and range of uses of english worldwide employing a rich apparatus of text pictures tables maps and graphics

who lives in the ocean the secret life of the dep raymond - Apr 01 2023

web as this who lives in the ocean the secret life of the dep it ends stirring being one of the favored book who lives in the ocean the secret life of the dep collections that we have this is why you remain in the best website to see the amazing book to have the secret life of water masaru emoto 2011 07 05

who lives in the ocean the secret life of the dep pdf - May 02 2023

web oct 2 2023 who lives in the ocean the secret life of the dep 1 10 downloaded from uniport edu ng on october 2 2023 by guest who lives in the ocean the secret life of the dep recognizing the mannerism ways to acquire this ebook who lives in the ocean the secret life of the dep is additionally useful you have remained in right site

who lives in the ocean the secret life of the dep copy - Jun 03 2023

web a curious collection of ocean life and other watery wonders simon and schuster explores plants and animals found in oceans and how they survive in their vast and changing biome supports next generation science standards

who lives in the ocean the secret life of the depths - Oct 07 2023

web nov 7 2017 the great barrier reef is home to an incredible variety of ocean life from little clownfish to the huge hammerhead shark featuring stunning watercolors by margherita borin this concertina book unfolds to reveal all the inhabitants of the richly biodiverse habitat along the back of the images comprehensive text provides information about

deep sea detectives wikipedia - Sep 25 2022

web original release 1 april 2003 2003 04 01 17 april 2006 2006 04 17 deep sea detectives is a television show on the history channel that aired for four series between 2003 and 2006

who lives in the ocean the secret life of the dep copy - Aug 25 2022

web 4 who lives in the ocean the secret life of the dep 2022 12 02 profound experience of discovering an unlikely family in an unexpected place and realizing that family is yours 1984 meets the umbrella academy with a pinch of douglas adams thrown in gail carriger new york times

who lives in the ocean the secret life of the depths - Sep 06 2023

web who lives in the ocean the secret life of the depths 431 44 tl kategori 6 12 ya

the sunday read the botched hunt for the gilgo beach killer - Feb 16 2022

web nov 5 2023 narrated by robert petkoff nov 5 2023 by robert kolker produced by jack d isidoro and aaron esposito edited

by john woo original music by aaron esposito engineered by sophia lanman and

who lives in the ocean the secret life of the dep pdf 2023 - Jul 24 2022

web who lives in the ocean the secret life of the dep pdf pages 2 22 who lives in the ocean the secret life of the dep pdf

upload donald i hayda 2 22 downloaded from

who lives in the ocean the secret life of the depths hardcover - Aug 05 2023

web buy who lives in the ocean the secret life of the depths by borin margherita online on amazon ae at best prices fast and free shipping free returns cash on delivery available on eligible purchase

who lives in the ocean the secret life of the depths borin - Jul 04 2023

web select the department you want to search in

who lives in the ocean the secret life of the dep pdf - Nov 27 2022

web who lives in the ocean the secret life of the dep as with ease as review them wherever you are now who lives in the ocean the secret life of the dep 2022 01 01 foley elvis blue mind farrar straus and giroux byr swim with sharks dive with dolphins stroll the beach with penguins young readers will joyfully immerse themselves

sport ballon d or 2023 qui sera le vainqueur laura - May 22 2022

web laura dave media vous permet de suivre en ce moment la cérémonie du ballon d or officiel soyez les témoins de ce duel privilégié entre messi et halland

who lives in the ocean the secret life of the dep pdf copy - Dec 29 2022

web ocean sabrina weiss 2019 ocean secrets of the deep is jam packed with 100s of stylish illustrations infographics and surprising facts about the world s marine life an ocean garden josie iselin 2023 06 15 in this captivating book artist and avid beachcomber josie iselin reveals the unexpected beauty of seaweed

who lives in the ocean the secret life of the dep download - Jan 30 2023

web 4 who lives in the ocean the secret life of the dep 2023 09 01 scientists answer important questions about reef

communities ocean animals for kids starwalk kids media a novel set on a remote australian island where a childless couple live quietly running a lighthouse until a boat carrying a baby washes ashore whales charlesbridge publishing

what lives at the bottom of the ocean az animals - Jun 22 2022

web oct 13 2023 the hadalpelagic or hadal zone is the deepest part of the ocean and consists of trenches on the ocean floor the word hadal translates to hades the ancient greek god of the underworld this zone is not continuous but contains 13 troughs and 33 trenches both depressions on the sea floor the average ocean trench is 9 000 to

deep sea detectives tv series 2003 imdb - Oct 27 2022

web deep sea detectives with john chatterton richard kohler michael norwood eric wardenweiler smith in deep sea detectives

follow a new breed of underwater detectives who use 21st century forensics and technology to solve the mysteries behind the dark underwater graves of ships planes and submarines

1948 the new york times - Apr 20 2022

web nov 3 2023 produced by will reid and rikki novetsky with rob szypko edited by paige cowett and lisa chow original music by elisheba ittoop dan powell marion lozano and sophia lanman engineered by

who lives in the ocean the secret life of the depths - Feb 28 2023

web nov 7 2017 the great barrier reef is home to an incredible variety of ocean life from little clownfish to the huge hammerhead shark featuring stunning watercolors by margherita borin this concertina book unfolds to reveal all the inhabitants of

why israel is delaying the ground invasion the new york times - Mar 20 2022

web oct 25 2023 almost immediately after israel was attacked on oct 7 it began preparing for a ground invasion of gaza drafting hundreds of thousands of its citizens and amassing forces along its southern

little house on the prairie youtube - Mar 31 2022

web the official youtube channel for little house on the prairie which serves as a home for fans of laura ingalls wilder s classic books the beloved television show and the beautiful culture

how to make the little house on the prairie cookbook pumpkin pie - Jul 03 2022

web nov 20 2021 watch the little house on the prairie cookbook pumpkin pie recipe video i am so excited to share with you how to make the little house on the prairie cookbook pumpkin pie just like ma ingalls made it this pumpkin pie is perfect for your thanksgiving dinner table

little house on the prairie recipes pinterest - Dec 28 2021

web sep 25 2021 explore jan cook s board little house on the prairie recipes on pinterest see more ideas about recipes little house food

sweet potato and root vegetable bake little house on the prairie - Feb 10 2023

web jan 26 2023 for this easy and delicious rustic recipe i prepared sweet potato turnips and parsnips in a simple yet satisfying dish that pairs well with roast chicken turkey quail country ham or venison

laura s wedding cake recipe little house on the prairie - Aug 04 2022

web may 10 2018 making a wedding cake for laura and almanzo s happy day was a very special and very labor intensive occasion milled flour processed sugar salt and let s not even begin talking about the cream of tartar we adapted this traditional recipe for a fun little house on the prairie themed birthday party or doll tea party i tried my hand at

in the kitchen with laura ingalls wilder little house on the prairie - Jun 02 2022

web sep 4 2015 baked beans bean soup biscuits cornbread fried salt pork and gravy ginger water egg nog lemonade gingerbread johnny cakes hardtack

little house on the prairie you can eat like laura and the - May 01 2022

web jan 9 2021 2 min read it wasn't always easy to cook a family meal while living on the frontier the ingalls family however made the best of everything with laura ingalls wilder detailing several of her

the little house cookbook frontier foods from laura ingalls wilder s - Nov 07 2022

web sep 7 1989 the little house cookbook frontier foods from laura ingalls wilder s classic stories walker barbara m williams garth 9780064460903 amazon com books books children s books history buy new 7 33 list price 14 99 save 7 66 51 4 35 delivery friday september 15 details select delivery location

little house on the prairie recipes - Jul 15 2023

web how to make hulled corn this was one of laura s favorites from little house in the big woods maple candy recipe make maple candy like laura and her cousins did make horehound candy make your own version of this hard to find candy that laura loved johnny cakes recipe

laura ingalls wilder little house on the prairie definitive guide - Sep 05 2022

web the little house on the prairie television series which aired from 1974 to 1983 further immortalized wilder s work starring michael landon and melissa gilbert the show masterfully adapted the novels introducing a whole new generation to the ingalls family s unforgettable saga

little house on the prairie museum s prairie recipes and kitchen - Mar 11 2023

web feb 21 2017 overview this is the story of how little house on the prairie museum began and its family s wonderful recipes it highlights kitchen antiques used in the days of laura ingalls wilder and includes laura ingalls wilder s history forwards by michael landon and bill kurtis

little house on the prairie recipe index - Aug 16 2023

web dec 29 2013 little house on the prairie inspired recipes simple molasses cookies sweet potato and root vegetable bake baked beans recipe inspired by little house on the prairie cranberry and brown sugar with mint glaze country style ham cranberry jelly inspired by little house on the prairie cream carrots recipe

little house on the prairie chick n and dumplins the literary vegan - Jan 29 2022

web mar 3 2020 little house on the prairie recipe 2 for my 2nd little house recipe i decided to make chick n and dumplin g s making biscuits always puts me in mind of making dumplins which i love equally as much so i just went ahead and made this dish right after baking the biscuits

little house on the prairie recipes bite from the past - Oct 06 2022

web little house on the prairie recipes bite from the past a modern career girl and mom time travels in the kitchen i love history and i love food category archives little house on the prairie recipes little house on the prairie fried chicken 22 saturday feb 2014

eating like a pioneer little house cookbooks little house on the prairie - Apr 12 2023

web oct 6 2022 the unofficial cookbook of the little house by author lauren perry includes recipes for cornbread stuffing ginger water baked beans laura s favorite roast chicken farmer boy ice cream heart shaped cakes peppermint candy and multiple pie recipes featured throughout the series

little house on the prairie wikipedia - Feb 27 2022

web little house on the prairie published in 1935 is the third book in the little house series but only the second that features the ingalls family it continues directly the story of the inaugural novel little house in the big woods

little house on the prairie museum s prairie recipes an - Jan 09 2023

web this is the story of how little house on the prairie museum began and its family s wonderful little house on the prairie museum s prairie recipes and kitchen antiques little house on the prairie museum s coffee table book by wilma m kurtis goodreads

little house on the prairie museum s prairie recipes and kitchen - Jun 14 2023

web feb 21 2017 little house on the prairie museum s prairie recipes and kitchen antiques little house on the prairie museum s coffee table book kurtis wilma m schodorf kristin landon michael kurtis bill on amazon com free shipping on qualifying offers

little house on the prairie cooking saveur - Dec 08 2022

web feb 7 2013 accounts of eating christmas sweet potatoes baked in ashes and jackrabbit stewed with white flour dumplings are testaments to pioneer resilience and pleasure and they help inspire my own best

little house on the prairie s prairie recipes and kitchen antiques - May 13 2023

web feb 8 2017 paperback 14 99 1 new from 14 99 this is the story of little house on the prairie museum its founders and their family s prairie recipes forward by michael landon and introduction by bill kurtis