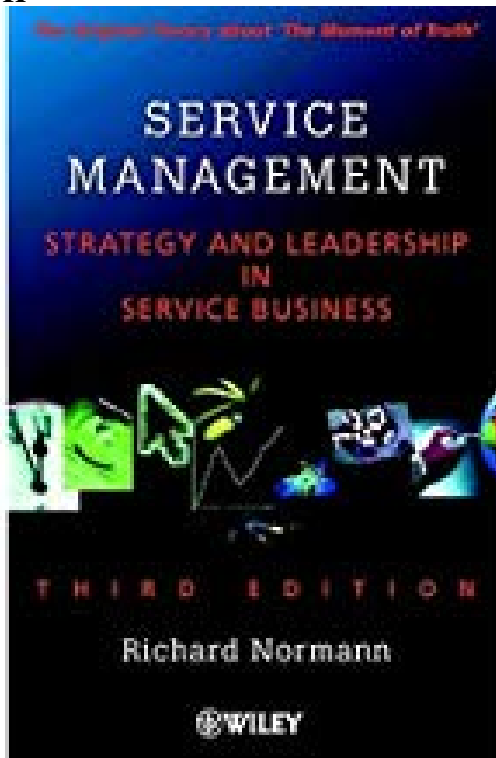


Service Management : Strategy and Leadership in Service Business, 3rd Edition



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