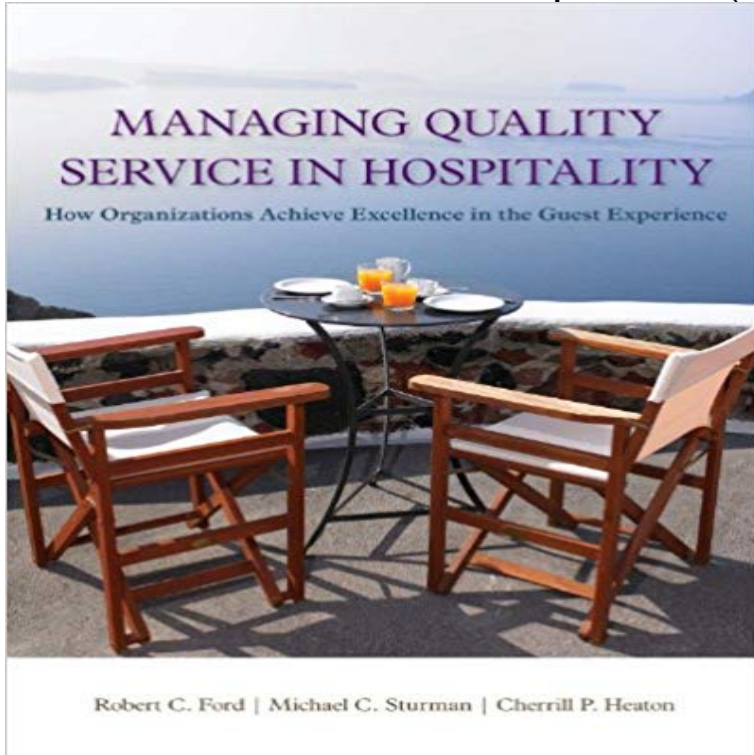


Managing Quality Service In Hospitality: How Organizations Achieve Excellence In The Guest Experience (Hospitality Management)



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