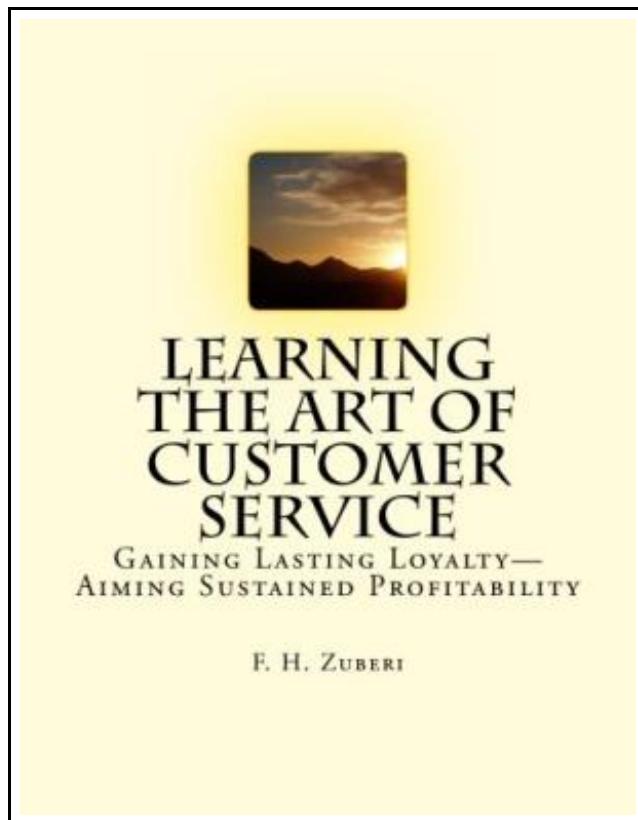


## Learning the Art of Customer Service: Gaining Lasting Loyalty-Aiming Sustained Profitability



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