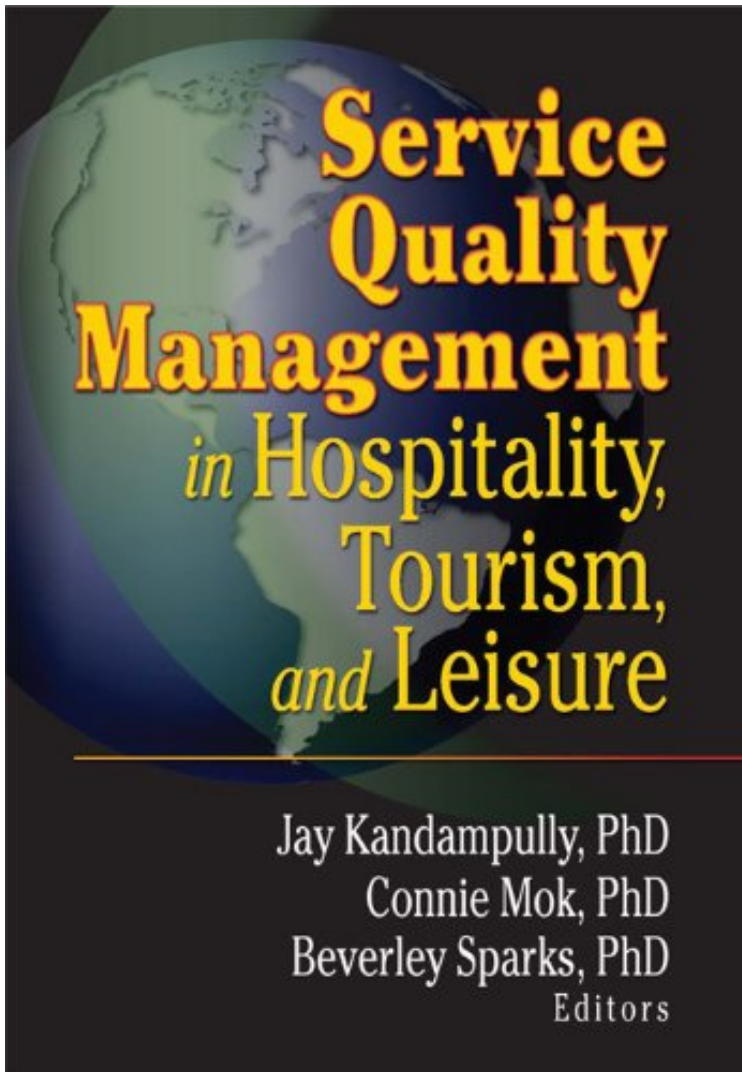


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Service Quality Management in Hospitality, Tourism, and Leisure



Par Connie Mok, Beverley Sparks, Jay Kadampully

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