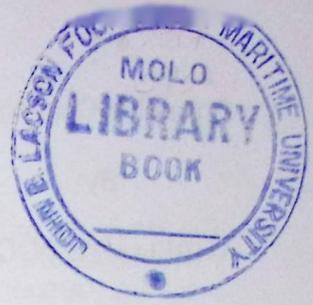




QUALITY SERVICE  
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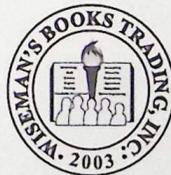
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# Quality Service Management in Tourism and Hospitality

  
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