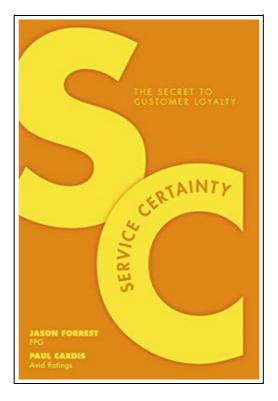
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SERVICE CERTAINTY: THE SECRET TO CUSTOMER LOYALTY (PAPERBACK)



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