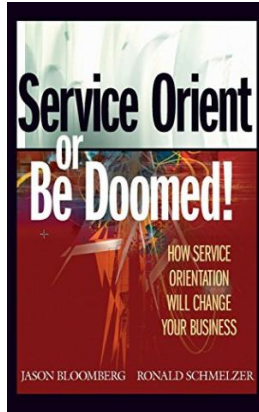


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SERVICE ORIENT OR BE DOOMED!: HOW SERVICE ORIENTATION WILL CHANGE YOUR BUSINESS



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