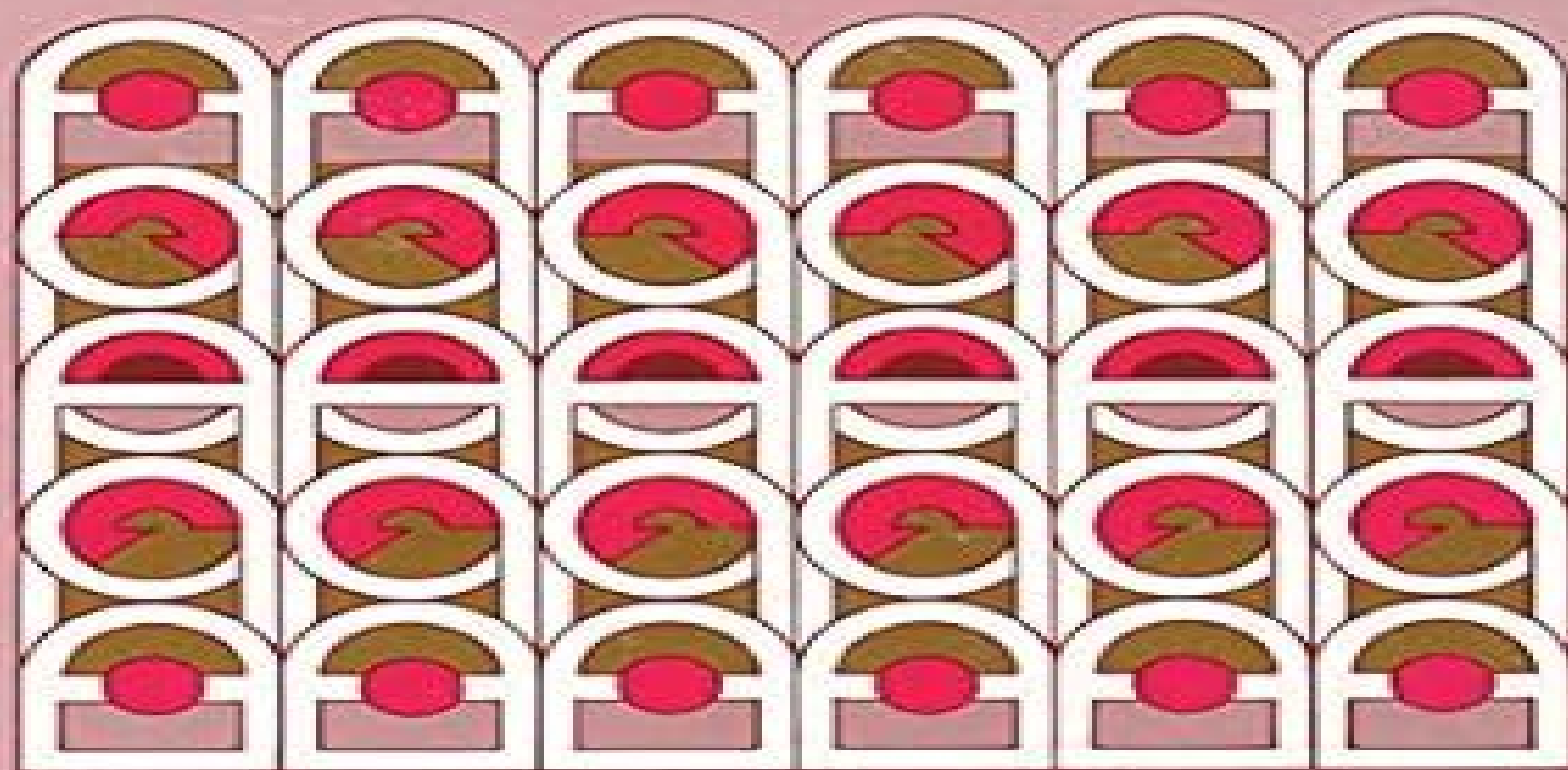


Management of Service Operations

Text, Cases, and Readings

W. Earl Sasser · R. Paul Olsen · D. Daryl Wyckoff



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