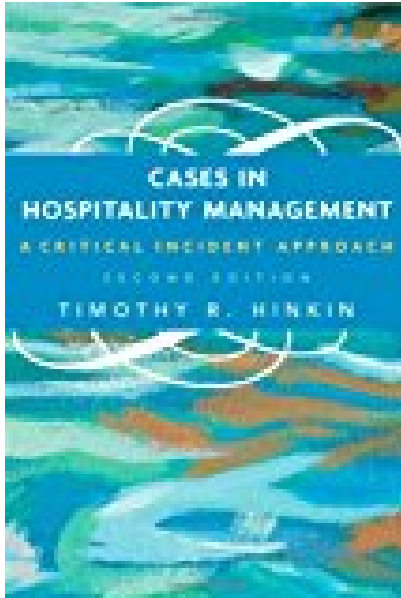


Cases in Hospitality Management A Critical Incident Approach



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