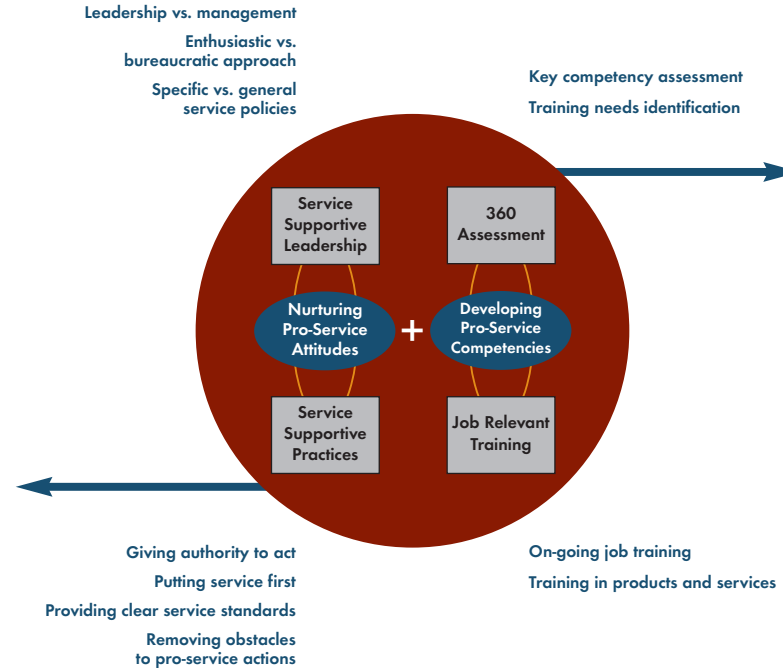


Customer Loyalty Model



Developing a Service Supportive Work Environment

