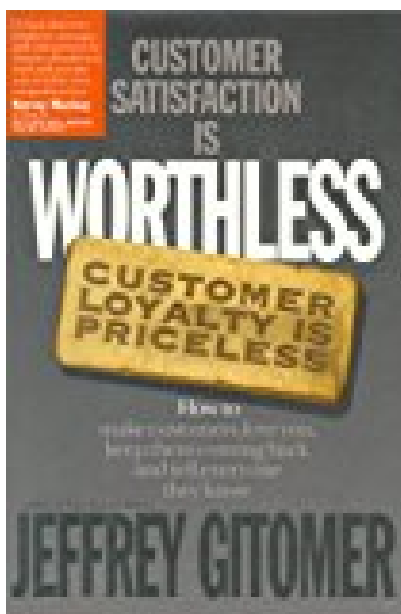


Customer Satisfaction Is Worthless Customer Loyalty Is Priceless How to Make Customers Love You Keep Them Coming Back and Tell Everyone They Know



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