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Catalogue Managing quality service in hospitality: how organizations Managing quality service in hospitality: how organizations achieve excellence in the guest experience Ford, Robert C., author ; Heaton, Cherrill P., author ; Sturman, Michael C. (Michael Craig), author

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Ford, Robert C. is the author of 'Managing Quality Service In Hospitality: How Organizations Achieve Excellence In The Guest Experience', published 2011 under ISBN 9781439060322 and ISBN 1439060320. [ read more ]

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