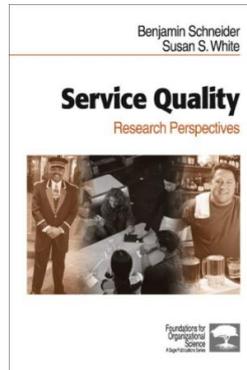


Service Quality: Research Perspectives (Foundations for Organizational Science)



Book Review

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(Dr. Karelle Glover)

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