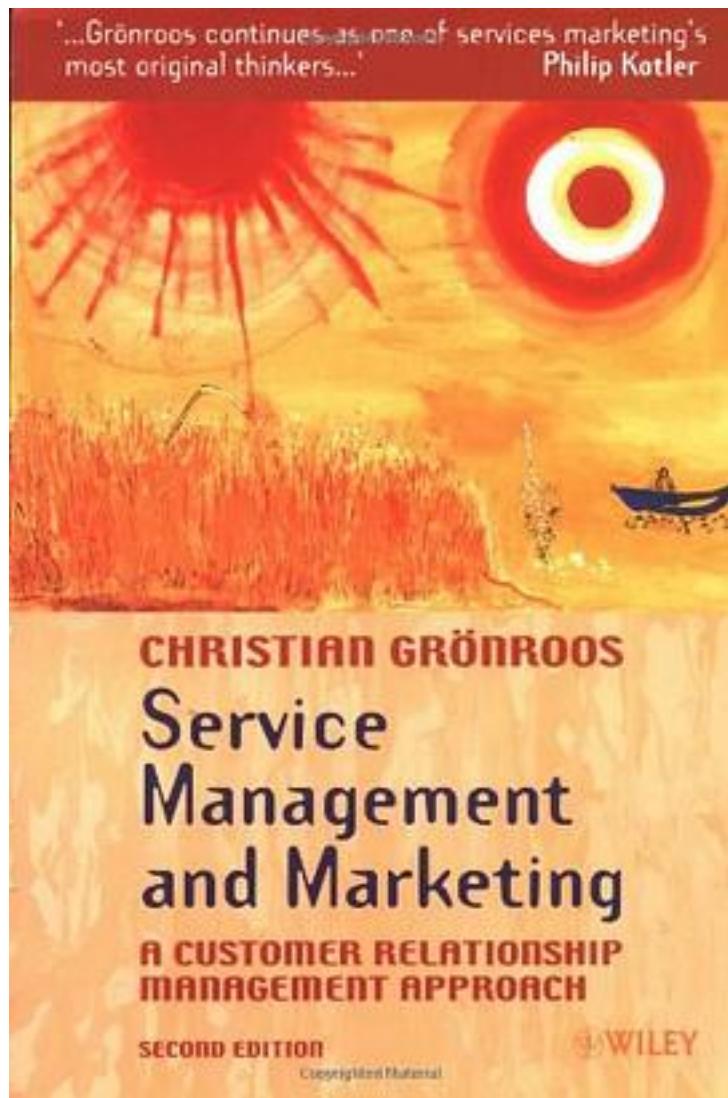


Service Management and Marketing



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出版者:John Wiley & Sons Inc

出版时间:2007-2

装帧:Pap

isbn:9780470028629

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