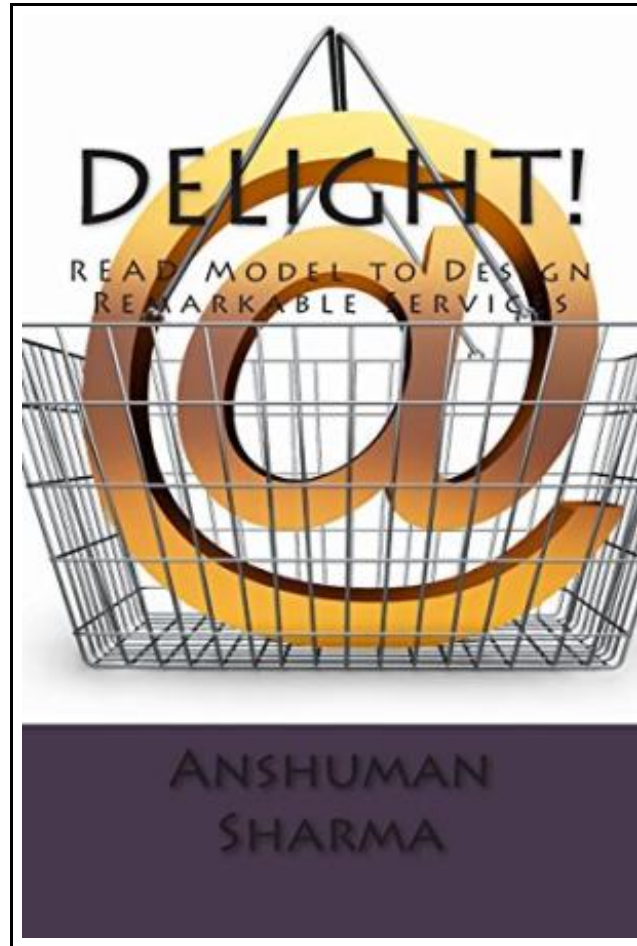


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DELIGHT READ MODEL TO DESIGN REMARKABLE SERVICES



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