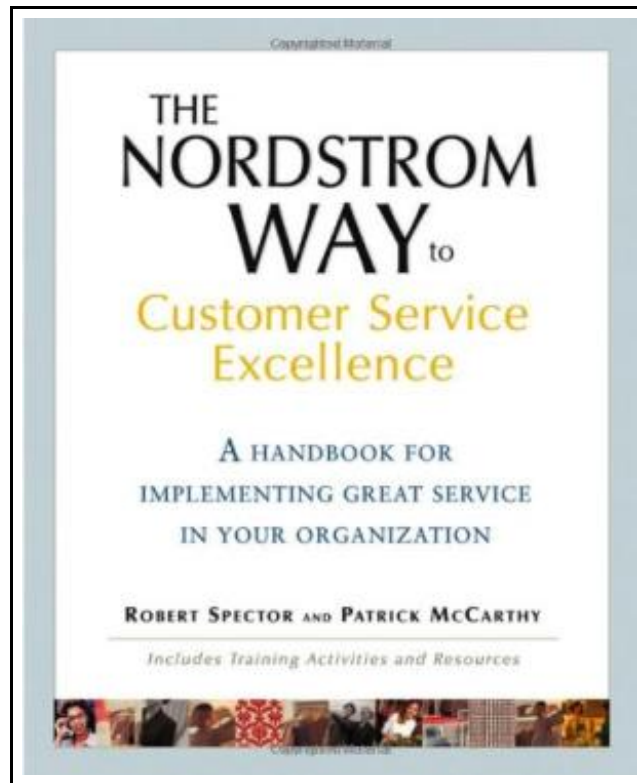


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THE NORDSTROM WAY TO CUSTOMER SERVICE EXCELLENCE: A HANDBOOK FOR IMPLEMENTING GREAT SERVICE IN YOUR ORGANIZATION



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