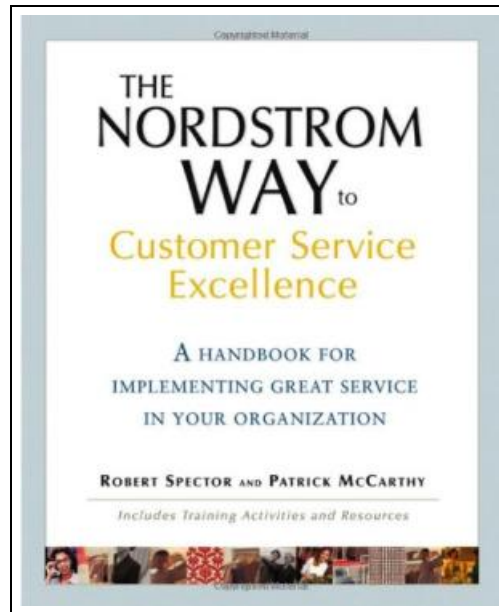


## The Nordstrom Way to Customer Service Excellence: A Handbook For Implementing Great Service in Your Organization



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