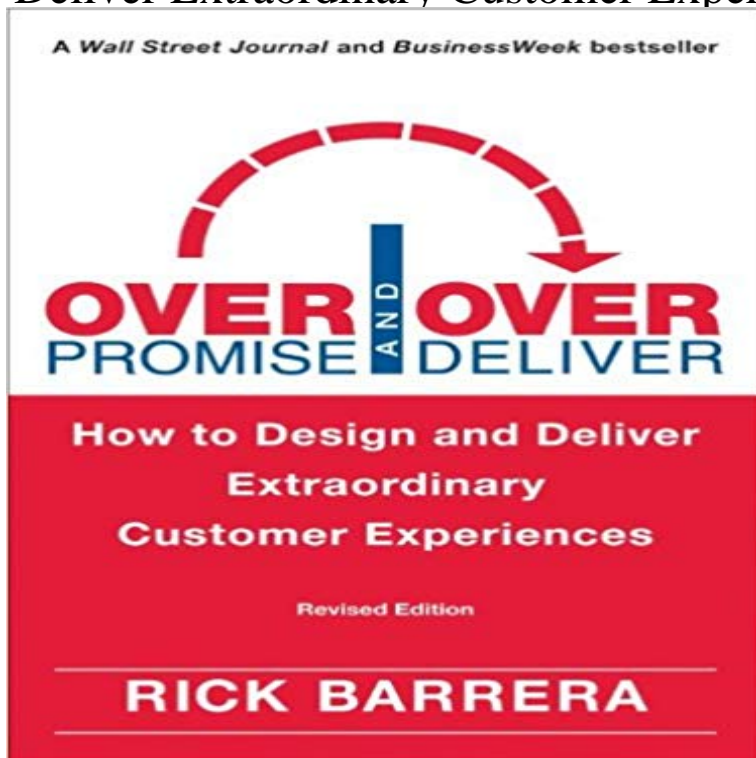


Overpromise and Overdeliver (Revised Edition): How to Design and Deliver Extraordinary Customer Experiences



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