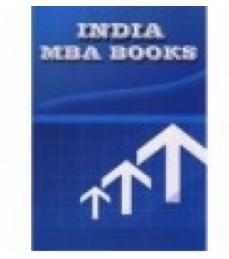
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Measuring service quality – SERVQUAL – Service
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