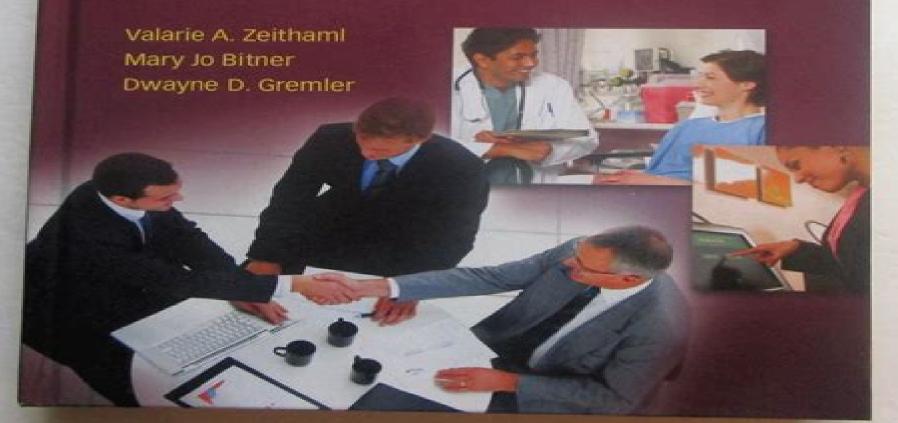
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# SERVICES MARKETING

Integrating Customer Focus Across the Firm



# **Service Marketing Valarie Zeithaml**

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