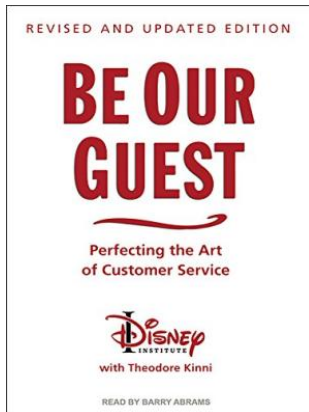


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# BE OUR GUEST: PERFECTING THE ART OF CUSTOMER SERVICE



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- Authored by The Disney Institute, Theodore Kinni
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