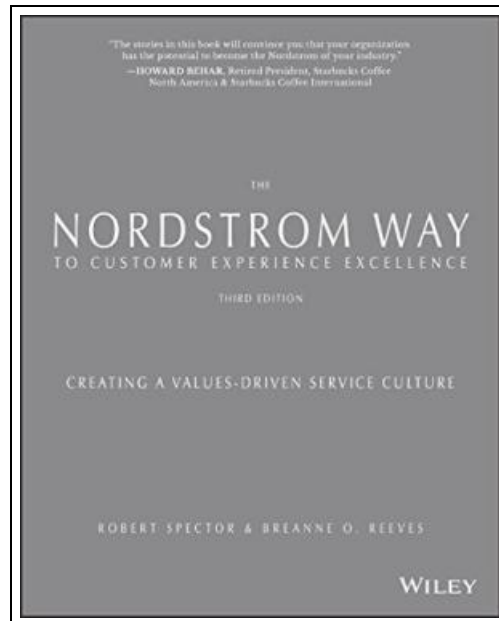


## The Nordstrom Way to Customer Experience Excellence: Creating a Values-Driven Service Culture (Paperback)



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