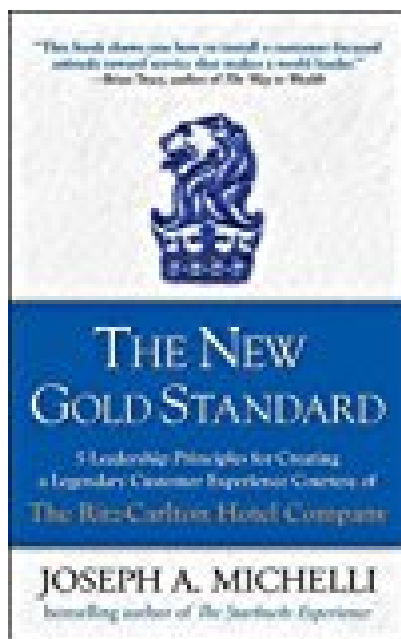


# The New Gold Standard 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company Business Books

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## BOOK DETAILS

- Author : Joseph Michelli
- Pages : 304 Pages
- Publisher : McGraw-Hill Education
- Language : English
- ISBN : 0071548335

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