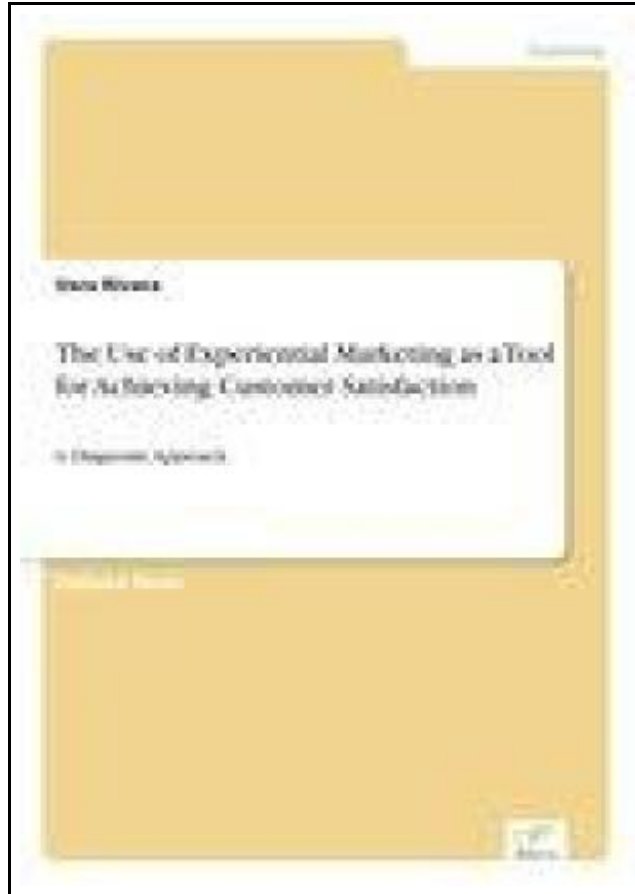


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THE USE OF EXPERIENTIAL MARKETING AS A TOOL FOR ACHIEVING CUSTOMER SATISFACTION



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