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Solutions For Their Contribution To The Development Of This Guide. 3th, 2024Service Failures And Recovery In Tourism And Hospitality ...Koc, E. (2010). Services And Conflict Management: Cultural And European Integration Perspectives. International Journal Of Intercultural Relations, 34 (1), 88-96. Koc, E. (2013). Power Distance And Its Implications For Upward Communication And Empowerment: Crisis Management And Recovery In Hospitality Services. The 3th, 2024.

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