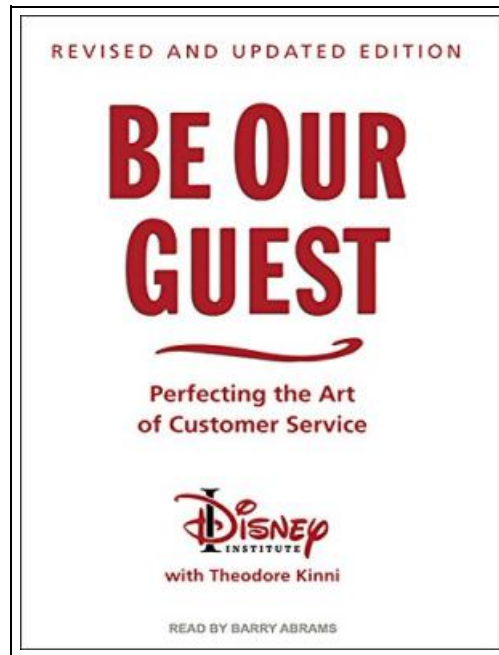


Be Our Guest: Perfecting the Art of Customer Service



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(Brianne Heidenreich)

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