



INTERNATIONAL JOURNAL OF HOSPITALITY MANAGEMENT

AUTHOR INFORMATION PACK

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Edited book:

Miller, J.A., 1977. Studying satisfaction, modifying models, eliciting expectations, posing problems, and making meaningful measurements. In: Hunt, H.K. (Ed.). *Conceptualization and Measurement of Consumer Satisfaction and Dissatisfaction*. Marketing Science Institute, Cambridge, MA, pp. 72-91.

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