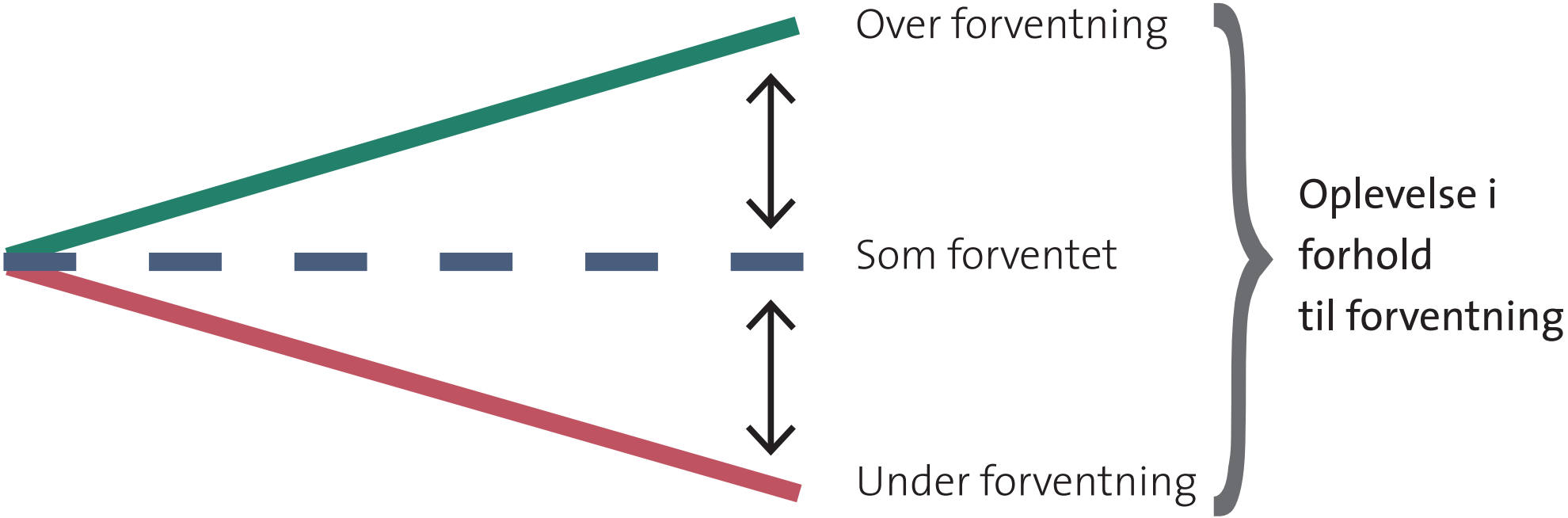


Model 8.
GAP-modellen. RelationManager. Dansk Gæste Loyalitetsindex

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