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Hospitality Jill/Hospitality Jack: How to Approach, Greet and Win Over Strangers in Groups, Twos and Ones. Super-Easy Self-Help from Highly Visible Employees, Volunteers, Docents and Others Who Need Rapid Sure-Fire Communication Skills for Dealing with Tourist and Other Strangers., Heather Latimer, Papyrus & Letterbox of London Publishers, 2000, 0943698170, 9780943698175, .

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