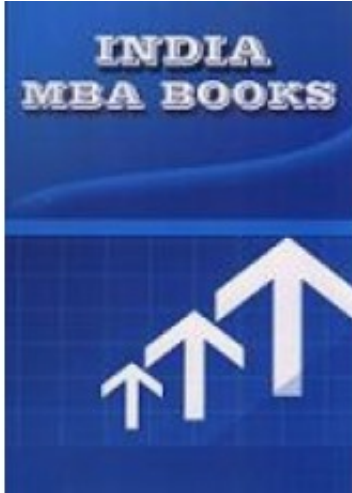


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- 3. Delivering Services on the Web, Role of Internet in Services, Cost Drivers, Internet Service Design**
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- 5. The Service Encounter, Service Experiences, Creation and Evaluation**
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