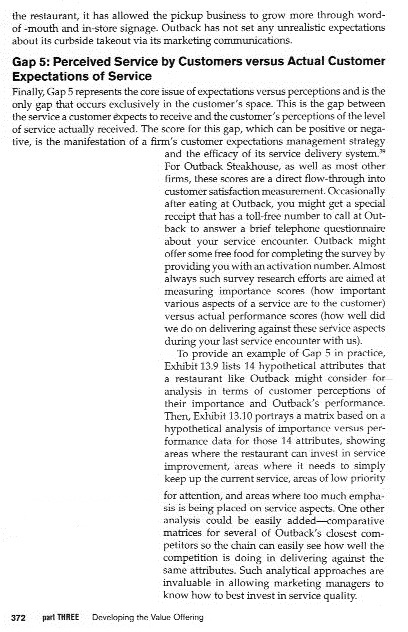
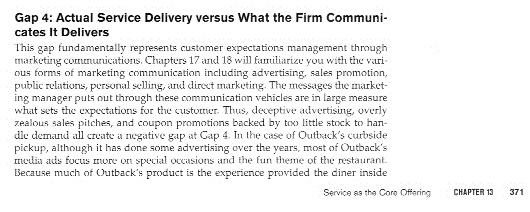
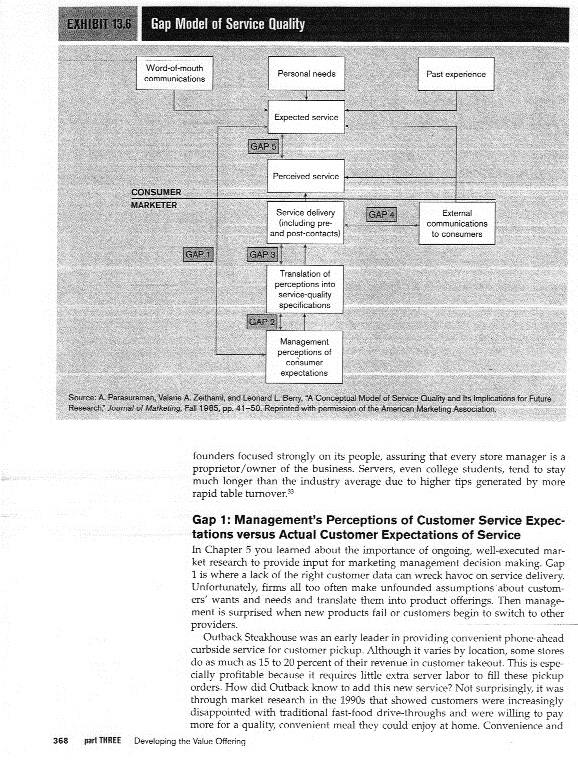
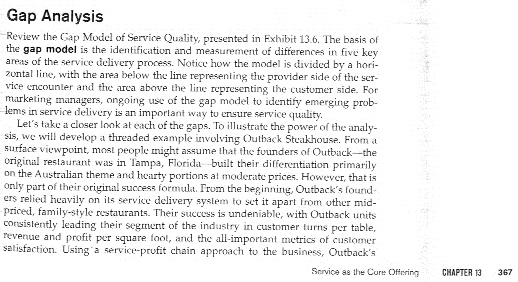
**Q&A**

**Discuss the Gap Model of Service Quality found on page 368 of your textbook. Discuss how you had a personal experience with a Service gap and how was the service gap Closed (or not closed)? **