

# **Online Reputation Management in Destination and Hospitality**

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# Online Reputation Management in Destination and Hospitality: What We Know, What We Need to Know

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INVESTOR IN PEOPLE

*To Elena,*

*The one who taught me how to appreciate everything about this job even amid the  
worst hardships.*

*You will be infinitely missed by all of us.*

*Riccardo*

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## About the Editors

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