

**ASSESSING THE EFFECT OF CUSTOMER SATISFACTION IN  
SERVICE DELIVERY OF FRONT LINE STAFFS IN SELECTED  
COMMERCIAL BANK OF ETHIOPIA (CBE'S) BRANCHES**

**BY**

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**Thesis submitted to the School of Graduate Studies, School of Business  
St. Mary's University School of Graduate Studies in partial fulfillment of the  
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Management)**

**ADDIS ABABA ETHIOPIA  
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**ST. MARY'S UNIVERSITY SCHOOL OF GRADUATE STUDIES**

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