

## Services Marketing 6th Edition Zeithaml

European economies are now dominated by services, and virtually all companies view service as critical to retaining their customers today and in the future. In its third European edition, *Services Marketing: Integrating Customer Focus across the Firm* provides full coverage of the foundations of services marketing, placing the distinctive gaps model at the center of this approach. Drawing on the most recent research and using up-to-date and topical examples, the book focuses on the development of customer relationships through quality service, outlining the core concepts and theories in services marketing today. New and updated material in this new edition include: · - New content on the role of digital marketing and social media has been added throughout to reflect the latest developments in this dynamic field · - Increased coverage of Service dominant logic regarding the creation of value and the understanding of customer relationships · - New examples and case studies added from global and innovative companies including AirBnB, IKEA, Disneyland, Scandinavia Airlines, and Skyscanner

Make it easy for students to understand: Clear, Simple Language and Visual Learning Aids The authors use simple English and short sentences to help students grasp concepts more easily and quickly. The text consists of full-colored learning cues, graphics, and diagrams to capture student attention and help them visualize concepts. Know Your ESM presents quick review questions designed to help students consolidate their understanding of key chapter concepts. Make it easy for students to relate: Cases and Examples written with a Global Outlook The first edition global outlook is retained by having an even spread of familiar cases and examples from the world's major regions: 40% from American, 30% from Asia and 30% from Europe. Help students see how various concepts fit into the big picture: Revised Framework An improved framework characterized by stronger chapter integration as well as tighter presentation and structure. Help instructors to prepare for lessons: Enhanced Instructor Supplements Instructor's Manual: Contain additional individual and group class activities. It also contains chapter-by-chapter teaching suggestions. Powerpoint Slides: Slides will feature example-based teaching using many examples and step-by-step application cases to teach and illustrate chapter concepts. Test Bank: Updated Test Bank that is Test Gen compatible. Video Bank: Corporate videos and advertisements help link concept to application. Videos will also come with teaching notes and/or a list of questions for students to answer. Case Bank: Cases can be in PDF format available for download as an Instructor Resource.

Modern corporations face a variety of challenges and opportunities in the field of sustainable development. Properly managing assets and maintaining effective relationships with customers are crucial considerations in successful businesses. Innovations in Services Marketing and Management: Strategies for Emerging Economies presents insights into marketing strategies and tactical perspectives in both large and small enterprises. The chapters in this book explore case studies, contemporary research, and theoretical frameworks in effective business management, providing students, academicians, researchers, and managers with the resources and insight necessary to identify key trends in emerging economies and build the next generation of innovative services.

MARKETING STRATEGY, 6e, International Edition edition emphasizes teaching students to think and act like marketers. It presents strategy from a perspective that guides strategic marketing management in the social, economic, and technological arenas in which businesses function today—helping students develop a customer-oriented market strategy and market plan. Its practical approach to analyzing, planning, and implementing marketing strategies is based on the creative process involved in applying marketing concepts to the development and implementation of marketing strategy. An emphasis on critical thinking enables students to understand the essence of how marketing decisions fit together to create a coherent strategy. Well-grounded in developing and executing a marketing plan, the text offers a complete planning framework, thorough marketing plan worksheets, and a comprehensive marketing plan example for students to follow.

Text and Cases

The Marketing Book

Marketing Library and Information Services II

Driving Customer Equity

Retail Marketing

Successful social marketing holds the power to change the world. For almost two decades, Social Marketing: Behavior Change for Social Good has been the definitive guide for designing and implementing memorable social marketing campaigns. Bestselling authors Nancy R. Lee and Philip Kotler present a proven 10 Step Strategic Social Marketing Planning Model and guides students and practitioners through each stage of the process. The new Sixth Edition is packed with more than 25 new cases and dozens of new examples related to today's most pressing social problems including the opioid epidemic, climate change, youth suicide, and more. The new edition also includes significantly expanded coverage of social media. Whether you are on a mission to improve public health, protect the environment, or galvanize their community, you will find Social Marketing an invaluable resource.

With contributions from library and information professionals (practitioners, researchers, faculty members, consultants, and others), Marketing Library and Information Services: A Global Outlook highlights a variety of exemplary LIS marketing practices and efforts from around the globe. The following broad topics are explored: changing marketing concepts; marketing library and information services in different countries; marketing library and information services in different kind of libraries; web-based LIS marketing, etc.

The fundamentals of services marketing presented in a strategic marketing framework. Organized around a strategic marketing framework Services Marketing guides readers into the consumer and competitive environments in services marketing. The marketing framework has been restructured for this edition to reflect what is happening in services marketing today.

Excellent service is the foundation for services marketing, contend Leonard Berry and A. Parasuraman in this companion volume to Delivering Quality Service. Building on eight years of research, the authors develop a model for understanding the relationship between quality and marketing in services and offer dozens of practical insights into ways to improve services marketing. They argue that superior service cannot be manufactured in a factory, packaged, and delivered intact to customers. Though an innovative service concept may give a company an initial edge, superior quality is vital to sustaining success. Berry and Parasuraman show that inspired leadership, a customer-minded corporate culture, an excellent service-system design, and effective use of technology and information are crucial to superior service quality and services marketing. When a company's service is excellent, customers are more likely to perceive value in transactions, spread favorable word-of-mouth impressions, and respond positively to employee-cross-selling efforts. The authors point out that a service company that does relatively little pre-sales marketing but is truly dedicated to delivering excellent quality service will have greater marketing effectiveness, higher customer retention, and more sales to existing customers than a company that emphasizes pre-sale marketing but falls short during actual service delivery. The focus of any company, they insist, must be customer satisfaction through integration of service quality throughout the entire system. Filled with examples, stories, and insights from senior executives, Berry and Parasuraman's new framework for effective marketing services contains the key to high-performance services marketing.

Customer Experience 3.0

Hospitality Marketing

Principles of Marketing

How Customer Lifetime Value Is Reshaping Corporate Strategy

A Strategic View of Industrial and Organizational Markets

Thoroughly revised and updated, **MARKETING STRATEGY, 6e** continues with one primary goal: to teach students to think and act like marketers. Packed with cutting-edge coverage, current examples, new cases, and photographs, the sixth edition delivers a practical, straightforward approach to analyzing, planning, and implementing marketing strategies—helping students learn to develop a customer-oriented market strategy and market plan. Students sharpen their analytical and creative critical thinking skills as they learn the key concepts and tools of marketing strategy. Continuing in the text's signature student-friendly style, the sixth edition covers essential points without getting bogged down in industry jargon—all in a succinct 10 chapters. Available with InfoTrac Student Collections <http://goengage.com/infotrac>. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

In their efforts to become more customer-focused, companies everywhere find themselves entangled in outmoded systems, metrics, and strategies rooted in their product-centered view of the world. Now, to ease this shift to a customer focus, marketing strategy experts Roland T. Rust, Valarie A. Zeithaml, and Katherine N. Lemon have created a dynamic new model they call "Customer Equity," a strategic framework designed to maximize every firm's most important asset, the total lifetime value of its customer base. The authors' Customer Equity Framework yields powerful insights that will help any business increase the value of its customer base. Rust, Zeithaml, and Lemon introduce the three drivers of customer equity -- Value Equity, Brand Equity, and Retention Equity -- and explain in clear, nontechnical language how managers can base their strategies on one or a combination of these drivers. The authors demonstrate in this breakthrough book how managers can build and employ competitive metrics that reveal their company's Customer Equity relative to their competitors. Based on these metrics, they show how managers can determine which drivers are most important in their industry, how they can make efficient strategic trade-offs between expenditures on these drivers, and how to project a financial return from these expenditures. The final section devotes two chapters to the Customer Pyramid, an approach that segments customers based on their long-term profitability, and an especially important chapter examines the Internet as the ultimate Customer Equity tool. Here the authors show how companies such as Intuit.com, Schwab.com, and Priceline.com have used more than one or all three drivers to increase Customer Equity. In this age of one-to-one marketing, understanding how to drive Customer Equity is central to the success of any firm. In particular, Driving Customer Equity will be essential reading for any marketing manager and, for that matter, any manager concerned with growing the value of the firm's customer base.

This textbook explores the fundamental principles of marketing applied to tourism and hospitality businesses, placing special emphasis on SMEs in the international tourism industry. It includes examples from a wide range of destinations, from emerging markets to high-income countries. Taking a comprehensive approach, the book covers the whole spectrum of tourism and hospitality marketing including destination marketing, marketing research, consumer behaviour, and digital and social media marketing. Practical in focus, it gives students the tools, techniques, and underlying theory required to design and implement successful tourism marketing plans. Chapters contain in-depth case studies, including companies like Marine Dynamics Shark Tours (South Africa), Reality Tours & Travel (Mumbai, India), and Makeover Tours (Turkey). Thematic case studies include 'Halal Tourism in Southeast Asia', and 'Marketing and Branding Rwanda'. These illustrate key concepts and theory, with definitions, key summaries, and discussion questions providing further insights. This textbook is ideal for undergraduate and postgraduate students looking for a comprehensive text with a practical orientation.

An introduction to marketing concepts, strategies and practices with a balance of depth of coverage and ease of learning. Principles of Marketing keeps pace with a rapidly changing field, focussing on the ways brands create and capture consumer value. Practical content and linkage are at the heart of this edition. Real local and international examples bring ideas to life and new feature 'linking the concepts' helps students test and consolidate understanding as they go. The latest edition enhances understanding with a unique learning design including revised, integrative concept maps at the start of each chapter, end-of-chapter features summarising ideas and themes, a mix of mini and major case studies to illuminate concepts, and critical thinking exercises for applying skills.

Strategies for Emerging Economies

Services Marketing

Innovations in Services Marketing and Management: Strategies for Emerging Economies

Essentials of Marketing Research

Providing quality content on management and education in the current health care settings, this book is particularly useful for the students of B.Sc. nursing (4th year), where the nurses have to manage patients and simultaneously provide nursing services in an effective manner. This text provides comprehensive coverage of all the important processes and techniques that are important for training and development of nurses as good administrators. Strictly as per the INC syllabus Comprehensive and exhaustive coverage yet concise and well structured Dual treatment of concepts: theoretical and applied Lucid style with easy language for ease of comprehension Student-friendly style of presentation: short sentences, bulleted lists, and ample number of tables, figures and charts End-of-chapter questions including multiple-choice questions, especially included keeping in view the examination perspective New to the Second Edition New concepts/techniques of management added in several chapters Updated information added in a number of chapters Outdated content has been replaced with new up-to-date information An altogether new look and feel provided to the book Zeithaml's Services Marketing introduces readers to the vital role that services play in the economy and its future. Services dominate the advanced economies of the world, and virtually all companies view services as critical to retaining their customers. The seventh edition maintains a managerial focus by incorporating company examples and strategies for addressing issues in every chapter, emphasizing the knowledge needed to implement service strategies for competitive advantage across industries. New research references and examples in every chapter include increased coverage of new business model examples such as Airbnb, Uber, OpenTable, Mint/Intuit, and others, alongside greater emphasis on technology, digital and social marketing, Big Data, and data analytics as a service. View Table of Contents and Features below for more information.

This prestigious edited collection of articles from the Journal of Brand Management discusses the impact of research on our understanding of corporate brand characteristics and corporate brand management to date. A wide range of topics are covered, including franchise brand management, co-creation of corporate brands, alliance brands, the role of internal branding in the delivery of employee brand promise, and the expansion into new approaches. Advances in Corporate Branding is essential reading for those undertaking a PhD programme or by upper level students looking for rigorous academic material on the subject and for scholars and discerning practitioners, acting as 'advanced introductions'.

Marketing Channels: A Management View, a market leader, is known to provide a management focus and managerial framework to the field of marketing channels. Theory, research, and practice are covered thoroughly and blended into a discussion that stresses decision making implications. This new edition reflects global, socio-cultural, environmental, and technological changes that have taken place within the industry. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

People, Technology, Strategy

EBOOK: Services Marketing: Integrating Customer Focus Across the Firm

Services Marketing: People, Technology, Strategy (Ninth Edition)

Service Quality

Consumer Behavior

*Value creation is a pivotal aspect of the modern business industry. By implementing these strategies into initiatives and processes, deeper alliances between customers and organizations can be established. The Handbook of Research on Strategic Alliances and Value Co-Creation in the Service Industry is a comprehensive source of scholarly material on frameworks for the effective management of value co-creation in contemporary business contexts. Highlighting relevant perspectives across a range of topics, such as public relations, service-dominant logic, and consumer culture theory, this publication is ideally designed for professionals, researchers, graduate students, academics, and practitioners interested in emerging developments in the service industry.*

*Proven methodologies to enhance business value by exploiting the latest global technology trends and best business and IT practices There is no doubt that a tidal wave of change is hitting the area of business technology; new business models are forming around the cloud, new insights on how an enterprise runs is being aided by mining massive transactional and operational data sets. Decision-making is becoming almost prescient through new classes of data visualization, data analytics, and dashboards. Despite the promise of technologies to make a difference, or perhaps because of it, IT organizations face continued challenges in realizing partnerships and trust with their business partners. While many books take on elements of these emerging developments or address the stubborn barriers to "real" partnership, none make the practices involved fit together in a highly effective fashion - until now. Strategic IT Management in Turbulent Times reveals how this framework ensures that organizations make the right strategic decisions to succeed in times of turbulence and change. Draws together authors with global experience including the Americas, Europe, Pacific Rim, and Africa Offers a comprehensive framework for IT and business managers to maximize the value IT brings to business Addresses the effects of turbulence on business and IT Focuses on developing partnerships and trust with business With practical examples and implementation guidance based on proven techniques developed by the authors over the past twenty years, Strategic IT Management in Turbulent Times considers the challenges facing today's enterprise, IT's critical role in value creation, and the practical road map for achieving strategic IT management competencies.*

*The Marketing Book is everything you need to know but were afraid to ask about marketing. Divided into 25 chapters, each written by an expert in their field, it's a crash course in marketing theory and practice. From planning, strategy and research through to getting the marketing mix right, branding, promotions and even marketing for small to medium enterprises. This classic reference from renowned professors Michael Baker and Susan Hart was designed for student use, especially for professionals taking their CIM qualifications.*

*Nevertheless, it is also invaluable for practitioners due to its modular approach. Each chapter is set out in a clean and concise way with plenty of diagrams and examples, so that you don't have to dig for the information you need. Much of this long-awaited seventh edition contains brand new chapters and a new selection of experts to bring you bang up to date with the latest in marketing thought. Also included are brand new content in direct, data and digital marketing, and social marketing. If you're a marketing student or practitioner with a question, this book should be the first place you look.*

*"Using the most current concepts, up-to-date data, and a wide range of examples, this authoritative text illustrates how excellent management strategies lead to unsurpassed marketing success."--Page 4 of cover.*

Business Marketing Management

Handbook of Service Marketing Research

Review of Marketing 1990

Social Marketing

A Management View

To learn more about Rowman & Littlefield titles please visit us at [www.rowmanlittlefield.com](http://www.rowmanlittlefield.com).

Services Marketing 2e has been specially designed to meet the requirements of MBA students specializing in Marketing. It is a textbook that discusses the various aspects of services marketing in the Indian context using Indian examples and case studies.

In this book leading scholars and practitioners present the latest research and theory in customer satisfaction and services marketing with a wealth of stimulating ideas. Topics discussed include: the measurement of the managerial impact on service quality improvement; new methods of assessing the various elements of service quality; and philosophies of the nature of customer value. The diverse viewpoints of the contributors reveal the variety of emerging ideas on the subject of service quality.

This introductory textbook shows you how to apply the principles of marketing within the hospitality industry. Written specifically for students taking marketing modules within a hospitality course, it contains examples and case studies that show how ideas and concepts can be successfully applied to a real-life work situation. It emphasizes topical issues such as sustainable marketing, corporate social responsibility and relationship marketing. It also describes the impact that the internet has had on both marketing and hospitality, using a variety of tools including a wide range of internet learning activities. This 3rd Edition has been updated to include: Coverage of hot topics such as use of technology and social media, power of the consumer and effect on decision making, innovations in product design and packaging, ethical marketing and sustainability marketing Updated online resources including: power point slides, test bank of questions, web links and additional case studies New and updated international case studies looking at a broad range of hospitality settings such as restaurants, cafes and hotels New discussion questions to consolidate student learning at the end of each chapter.

A Global Outlook

Essentials of Services Marketing

Multidisciplinary and Multinational Perspectives

Trust and Partnership

Building Marketing Strategy

Retail Marketing is a new and refreshing text, essential for anyone wanting to get to grips with this important, fast-paced area of marketing today. With a user-friendly structure, this book reflects the very latest in academic thinking and provides a strong focus on

customer value, corporate social responsibility and the transformative effect of digital technology. Written especially for European and international students and suitable for both undergraduate and postgraduate students, Retail Marketing addresses the challenges of marketing in the 21st Century. Across the chapters key elements of successful retail marketing, including developments in omni-channel marketing and the importance of a co-ordinated supply chain to a company's value proposition, are considered. Striking a balance between theory and practice, Retail Marketing presents concepts in a clear and comprehensive way with engaging, up-to-date global examples and visual illustrations to help students apply their knowledge to a real world context.

Society, globally, has entered into what might be called the "service economy." Services now constitute the largest share of GDP in most countries and provide the major source of employment in both developed and developing countries. Services permeate all aspects of peoples' lives and are becoming inseparable from most aspects of economic activity. "Quality management" has been a dominating managerial practice since World War II. With quality management initially associated with manufacturing industries, one might assume the relevance of quality management might decrease with the emergence of the service economy. To the contrary, the emergence of the service economy strengthened the importance of quality issues, which no longer are associated only with manufacturing industries but are increasingly applied in all service sectors, as well. Today, we talk not only about product or service quality but have even expanded the framework of quality to quality of life and quality of environment. Thus, quality and services have emerged in parallel as closely interrelated fields. The Encyclopedia of Quality and the Service Economy explores such relevant questions as: What are the characteristics, nature, and definitions of quality and services? How do we define quality of products, quality of services, or quality of life? How are services distinguished from goods? How do we measure various aspects of quality and services? How can products and service quality be managed most effectively and efficiently? What is the role of customers in creation of values? These questions and more are explored within the pages of this two-volume, A-to-Z reference work.

Successful businesses recognize that the development of strong customer relationships through quality service (and services) as well as implementing service strategies for competitive advantage are key to their success. In its fourth European edition, Services Marketing: Integrating Customer Focus across the Firm provides full coverage of the foundations of services marketing, placing the distinctive Gaps model at the center of this approach. The new edition draws on the most recent research, and using up-to-date and topical examples, the book focuses on the development of customer relationships through service, outlining the core concepts and theories in services marketing today. New and updated material in this new edition includes: • New content related to human resource strategies, including coverage of the role of robots and chatbots for delivering customer-focused services. • New coverage on listening to customers through research, big data, netnography and monitoring user-generated content. • Increased technology, social media and digital coverage throughout the text, including the delivery of services using mobile and digital platforms, as well as through the Internet of Things. • Brand new examples and case studies added from global and innovative companies including Turkish Airlines, Volvo, EasyJet and McDonalds. Available with McGraw-Hill's Connect®, the well-established online learning platform, which features our award-winning adaptive reading experience as well as resources to help faculty and institutions improve student outcomes and course delivery efficiency.

Customer service experts Leonardo Inghilleri and Micah Solomon's anticipatory customer service approach was first developed at The Ritz-Carlton as well as at Solomon's company Oasis, and has since proven itself in countless companies around the globe--from luxury giant BVLGARI to value-sensitive auto parts leader Carquest and everywhere in between. Their experience shows that the most powerful growth engine in a tight market--and best protection from competitive inroads--is to put everything you can into cultivating true customer loyalty. Exceptional Service, Exceptional Profit takes the techniques that minted money for these brands and reveals how you can apply them to your own business to provide the kind of exceptional service that nearly guarantees loyalty. Soon, you'll be reaping the benefits of loyal customers who are less sensitive to price competition, more forgiving of small glitches, and, ultimately, who are "walking billboards" happily promoting your brand. Filled with detailed, behind-the-scenes examples, this award-winning book unlocks a new level of customer relationship that leaves your competitors in the dust, your customers coming back day after day, and your bottom line looking better than it ever has before.

Strategic IT Management for Turbulent Times

Loose Leaf for Services Marketing

Behavior Change for Social Good

Competing Through Quality

The SAGE Encyclopedia of Quality and the Service Economy

The Handbook of Service Marketing Research brings together an all-star team of leading researchers in service marketing to explore many of the hottest topics in service marketing today. Cutting-edge topics include: customer relationships and loy

Excellence in customer service is the hallmark of success in service industries and among manufacturers of products that require reliable service. But what exactly is excellent service? It is the ability to deliver what you promise, say the authors, but first you must determine what you can promise. Building on seven years of research on service quality, they construct a model that, by balancing a customer's perceptions of the value of a particular service with the customer's need for that service, provides brilliant theoretical insight into customer expectations and service delivery. For example, Florida Power & Light has developed a sophisticated, computer-based lightening tracking system to anticipate where weather-related service interruptions might occur and strategically position crews at these locations to quicken recovery response time. Offering a service that customers expect to be available at all times and that they will miss only when the lights go out, FPL focuses its energies on matching customer perceptions with potential need. Deluxe Corporation, America's highly successful check printer, regularly exceeds its customers' expectations by shipping nearly 95% of all orders by the day after the orders were received. Deluxe even put U.S. Postal Service stations inside its plants to speed up delivery time. Customer expectations change over time. To anticipate these changes, Metropolitan Life Insurance Company regularly monitors the expectations and perceptions of their customers, using focus group interviews and the authors' 22-item generic SERVQUAL questionnaire, which is customized by adding questions covering specific aspects of service they wish to track. The authors' groundbreaking model, which tracks the five attributes of quality service -- reliability, empathy, assurance, responsiveness, and tangibles -- goes right to the heart of the tendency to overpromise. By comparing customer perceptions with expectations, the model provides marketing managers with a two-part measure of perceived quality that, for the first time, enables them to segment a market into groups with different service expectations.

Services Marketing: People, Technology, Strategy is the ninth edition of the globally leading textbook for Services Marketing by Jochen Wirtz and Christopher Lovelock, extensively updated to feature the latest academic research, industry trends, and technology, social media, and case examples. This book takes on a strong managerial approach presented through a coherent and progressive pedagogical framework rooted in solid academic research. It features cases and examples from all over the world and is suitable for students who want to gain a wider managerial view. Supplementary Material Resources: Resources are available to instructors who adopt this textbook for their courses. These include: (1) Instructor's Manual, (2) Case Teaching Notes, (3) PowerPoint deck, and (4) Test Bank. Please contact sales@wspc.com. Key Features:

Services Marketing McGraw-Hill Education

Advances in Corporate Branding

Handbook of Research on Strategic Alliances and Value Co-Creation in the Service Industry

Management of Nursing Services and Education - E-Book

Exceptional Service, Exceptional Profit

Framework for Marketing Management

*Combining conceptual rigor with real-world and practical applications, this combination text/reader/casebook explores both concepts and techniques of marketing for a broad range of service categories and industries.*

*Services Marketing, 6/e, is written for students and businesspeople who recognise the vital role that services play in the economy and its future. The advanced economies of the world are now dominated by services, and virtually all companies view service as critical to retaining their customers today and in the future. This edition focuses on knowledge needed to implement service strategies for competitive advantage across industries. In addition to standard marketing topics (such as pricing), this text introduces students to entirely new topics that include management and measurement of service quality, service recovery, the linking of customer measurement to performance measurement, service blueprinting, customer cocreation, and cross-functional treatment of issues through integration of marketing with disciplines such as operations and human resources. Each of these topics represents pivotal content for tomorrow's businesses as they attempt to build strong relationships with their customers.*

*Between smartphones, social media, mobile connectivity, and a plethora of other technological innovations changing the way we do almost everything these days, your customers are expecting you to be taking advantage of it all in order to enhance their customer service experience far beyond the meeting-the-minimum experiences of days past. Unfortunately, many companies are failing to take advantage of and properly manage these service-enhancing tools that now exist, and in return they deliver a series of frustrating, disjointed transactions that end up driving people away and into the pockets of businesses getting it right. Don't let that happen to you! Customer Experience 3.0 provides firsthand guidance on what works, what doesn't--and the revenue and word-of-mouth payoff of getting it right. Having managed more than 1,000 separate customer service studies, author John A. Goodman has created an innovative customer-experience framework and step-by-step roadmap that shows readers how to: • Design and deliver flawless services and products while setting honest customer expectations • Create and implement an effective customer access strategy • Capture and leverage the voice of the customer to set priorities and improve products, services and marketing • Use CRM systems, cutting-edge metrics, and other tools to deliver customer satisfaction Companies who get customer service right can regularly provide seamless experiences, seeming to know what customers want even before they know it themselves . . . while others end up staying generic, take stabs in the dark to try and fix the problem, and end up dropping the ball. This groundbreaking, must-have guide reveals how to delight customers using all the technological tools at their disposal.*

*The Secrets of Building a Five-Star Customer Service Organization*

*Concepts and Cases*

*Marketing Tourism and Hospitality*

*Marketing Services*

*EBK: Services Marketing: Integrating Customer Service Across the Firm 4e*