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Christian G. Meyer



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timely book is a comprehensive overview of customer service principles theories and practices It looks at the best practices of service enterprises and the delivery of superior customer service It also includes classic and contemporary theories relating to the consumers managers and their behaviors in organizational setting The book uses real life applications through examples from business enterprises in various service sectors including hotels restaurants theme parks event management airlines cruises e retailers and finance This book covers important concepts in service design and delivery including customer experiences peer to peer services the organization s servicescape quality measurement tools and use of technologies The book also gives insights into consumers including their expectations attitudes emotions word of mouth behaviors and strategies to ensure their loyalty It also looks at developments in service theory and practice which remain relatively unexplored by existing textbooks Filled with real world case studies in various service sectors this textbook will be particularly useful for students in hospitality guest services and services marketing

The New Language of Marketing

2.0 Sandy Carter, 2008-10-31 Marketing has entered a new era of rapid advance Those unwilling to experiment with new combinations of traditional and internet marketing will be left behind Chris Trimble Adjunct Associate Professor of Business Administration Tuck School of Business at Dartmouth and Coauthor Ten Rules for Strategic Innovators From Idea to Execution It s no secret that business has been changing dramatically over the last decade To succeed in this rapidly changing environment businesses must adapt their marketing strategies accordingly The New Language of Marketing 2 0 provides practical proven and prescient tools to do exactly that Dr Steve Moxey Research Fellow High Tech Marketing Manchester Business School Most U S marketers mistakenly think going global is just a matter of translating your promotional materials into different languages and widening your media buys Packed with real life examples this new book amply demonstrates that successful global marketing is actually all about local marketing Learn how to give a local spin within each regional marketplace for global success Anne Holland Founder MarketingSherpa Inc Use ANGELS and Web 2 0 Marketing to Drive Powerful Quantifiable Results For every marketer strategist executive and entrepreneur Today marketers have an array of radically new Web 2 0 based techniques at their disposal viral marketing social networking virtual worlds widgets Web communities blogs podcasts and next generation search to name just a few Now leading IBM marketing innovator Sandy Carter introduces ANGELS a start to finish framework for choosing the right Web 2 0 marketing tools and using them to maximize revenue and profitability Carter demonstrates winning Web 2 0 marketing at work through 54 brand new case studies organizations ranging from Staples to Harley Davidson Coca Cola to Mentos Nortel to IBM itself You ll discover powerful new ways to market brands and products in both B2B and B2C markets integrate Web 2 0 experiential and conventional marketing maximize synergies between global and local marketing gain more value from influencers and more Includes information case studies and working examples for next generation marketing strategies such as Social networks with virtual environments including Second Life Online communities including Facebook Viral Marketing and eNurturing

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Forest and Stream ,1919 Customer Service for Hospitality and Tourism Simon Hudson,Louise Hudson,2012-11-02 Customer service is of critical importance for the tourism and hospitality sector now more than ever before as customers are looking to increase value for money and are less forgiving of mediocre service However despite its importance quality customer service is the exception rather than the norm in many parts of the world Customer Service for Hospitality and Tourism is a unique text and vital to both students and practitioners as it explains not only the theory behind the importance of customer service but also acts as a guidebook for those wishing to put this theory into practice In essence it is the whys and hows of customer service It is easy to read very current and full of references to all the latest research from both academic and practitioner literature Chapters cover important topics such as the financial and behavioural consequences of customer service consumer trends influencing service developing and maintaining a service culture managing service encounters the importance of market research building and maintaining customer relationships providing customer service through the servicescape the impact of technology on customer service the importance of service recovery and promoting customer service internally and externally Key features include An At Your Service Spotlight at the beginning of each chapter focuses on the achievements of successful individuals related to the art of customer service Each chapter contains a Service Snapshot short real life cases to illustrate a particular concept or theoretical principle presented in the chapter Detailed international Case Studies which cover a variety of sectors organizations and regions designed to foster critical thinking the cases illustrate actual business scenarios that stress several concepts found in the chapter They analyze customer service in the U S South America South Africa Europe Russia Australia China Canada Korea and Dubai

The Charleston Advisor ,2003 **The Sage Handbook of Chinese Digital Media and Communication** Jian Xu,Shaohua Guo,Weiyu Zhang,2026-01-15 The Sage Handbook of Chinese Digital Media and Communication is the first comprehensive reference work dedicated to the fast evolving field of digital media and communication in China Marking three decades since China s official connection to the internet this landmark volume brings together leading scholars from across the globe to examine the profound transformations digital technologies have brought to Chinese society politics culture and economy Spanning activism governance labor industry everyday life and research methods the handbook offers a critical and interdisciplinary survey of the field It explores how the internet and digital media have reshaped political participation civil

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