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EBK: Services Marketing: Integrating Customer Service Across the Firm 4e Alan Wilson, Valarie Zeithaml, Mary Jo Bitner, Dwayne Gremler, 2020-10-07 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

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Sports Marketing Michael J. Fetchko, Donald P. Roy, Vassilis Dalakas, 2024-01-31

Highly practical and engaging Sports Marketing equips students with the skills techniques and tools they need to be successful marketers in any sporting environment The book blends relevant marketing theory focusing on industry specific terminology and practices with practitioner insights into current issues and future directions in the sports industry This anticipated third edition has been fully updated to incorporate a broad range of global and diverse perspectives from industry experts and international case studies throughout Contemporary topics within the sports industry have been expanded upon including esports social responsibility sustainability digital and social media and personal branding Popular You Make the Call cases insider and early career insights and review questions stimulate lively classroom discussion while chapter summaries and terms support further support learning Overall this exciting text will Increase students depth of knowledge about sports marketing Challenge students to apply concepts to real world situations Profile best practices of organizations and individuals within the sports industry as they relate to the book s content Equip students to position themselves to compete for entry level positions in sports business Provide faculty with a concise but thorough text that meets their needs Sports Marketing remains a core textbook for undergraduate and postgraduate students of sports marketing and management providing a firm grasp of the ins and outs of working in sports Additional online resources include PowerPoint slides for each chapter a test bank of questions and an instructor s manual

The Customer Service Solution: Managing Emotions, Trust, and Control to Win Your Customer's Business Sriram Dasu, Richard B. Chase, 2013-07-17 Understand Consumer Psychology to Drive Profits and Growth Want to know exactly what s driving your customer s behavior NOW YOU CAN The Customer Service Solution explains how consumers perceive services and shows you how to enhance the customer experience every time In this economic climate the customer service experience is more critical than ever Most leading service firms advocate the TLC mantra Think Like a Customer That s a good practice but first you have to understand what your customer is thinking and feeling Today s business leaders cannot afford to neglect the psychological principles that govern customer satisfaction and long term loyalty What are the factors that really determine customer satisfaction Two of the nation s leading authorities on service psychology Sriram Dasu and Richard Chase have written this groundbreaking guide that identifies and demystifies the psychological triggers behind customer behavior You ll go where customer satisfaction surveys mystery shoppers and focus groups can t and learn exactly why customers respond and behave the way they do With findings drawn from behavioral science research this book provides all the tools you need to evaluate your current service platforms and design future strategies to enhance customer perceptions positively and drive your sales The Customer Service Solution illustrates why even companies with high levels of satisfaction are missing tremendous opportunities by neglecting the emotional elements that govern consumer interactions This book will show you how to Shape and manage customer perceptions Understand implicit versus explicit outcomes Develop the roles of control and choice among buyers Design emotionally intelligent processes Build trust among customers Whatever your business may be

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Customer Service Lloyd W. Moseley,1979 **The Comprehensive Guide to Careers in Sports** Glenn M. Wong,2013 Provides an overview of what students should consider and expect from the varied career options available to them in the sports industry This book answers the questions students are most likely to have including what courses they should take the areas of study available to them the salary they can expect to earn after graduation and how they can get the job of their dreams This essential guide will help increase students likelihood of finding careers in the highly competitive sports industry

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