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Box Office This Week Customer Service

Liyong Dong



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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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Performing Arts Management Jessica Rae Bathurst, Tobie S. Stein, 2010-02-23 Do you know what it takes to manage a performing arts organization today? In this comprehensive volume, more than 100 managers of top nonprofit and commercial venues share their winning strategies. Financial management, building a funding base, labor relations, much more. Explores the realities of running a performing arts organization today. From theater to classical music, from opera to dance, every type of organization is included with information on how each one is structured, key managerial figures, its best practices for financial management, how it handles labor relations, and more. Kennedy Center, the Brooklyn Academy of Music.

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