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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.

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 **At what Cost** Nicholas Freudenberg,2021 An incisive and powerful investigation of corporate impact on human and planetary well being Freedom of choice lies at the heart of American society Every day individuals decide what to eat which doctors to see who to connect with online and where to educate their children Yet many Americans don t realize that these choices are illusory at best By the start of the 21st century every major industrial sector in the global economy was controlled by no more than five transnational corporations and in about a third of these sectors a single company accounted for more than 40 percent of global sales The available options in food healthcare education transportation and even online presence are largely constructed by corporations whose sweeping influence have made them the public face and executive agents of 21st century capitalism At What Cost confronts how globalization financial speculation monopolies and control of science and technology have enhanced the ability of corporations and their allies to overwhelm influences of government family community and faith As corporations manipulate demand through skillful marketing and veto the choices that undermine their bottom line free consumer choice has all but disappeared and with it the personal protections guarding our collective health At What Cost argues that the world created by 21st century capitalism is simply not fit to solve our most serious public health problems from climate change to opioid addiction However author and public health expert Nicholas Freudenberg also shows that though the road is steep human and planetary well being constitute a powerful mobilizing idea for a new social movement one that will restore the power of individual voice to our democracy With impeccably detailed research and an eye towards a better future At What Cost arms ordinary citizens activists and health professionals with an understanding of how we ve arrived at the precipice and what we can do to ensure a healthier collective future **The Service/quality Solution** David A. Collier,1994 The Service Quality Solution presents a clear framework for building competitive advantage and surviving the pressures within today s marketplace Throughout this pioneering book author David A Collier demonstrates how to think service managements cultivate this service commitment within the work force and add value to your company s products and services thus distinguishing them from your competitors 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 healthcare hospitality financial services e-commerce and more this book is an essential tool to help you increase profits by leveraging your company's customer experience PRAISE FOR THE CUSTOMER SERVICE SOLUTION Harnessing the power of emotions will help to drive an exceptional customer experience creating customers for life to help your business thrive Finally a guide to help us better understand how to do this James Merlino MD Chief Experience Officer Cleveland Clinic Required reading for anyone designing a service encounter James Heskett Professor Emeritus Harvard Business School coauthor of The Service Profit Chain and Service Future I have always known that our customers shop with us because they want to not because they have to How to make them want to is the secret that this great book unlocks Kevin Davis President and CEO Bristol Farms Dasu and Chase share easy to understand ideas and guidance to operations managers who typically do not think about the psychology of customers in designing their services Mary Jo Bitner PhD Professor and Executive Director Center for Services Leadership W P Carey School Arizona State University Dasu and Chase provide an excellent set of ideas for delivering emotional customer service experiences through systems and operations Rodolfo Medina Vice President Marketing Commercial Rock in Rio This book provides valuable insights to managing and molding the customer's emotional journey leading to ultimate satisfaction and sustainable loyalty Ali V Kasikci Regional Managing Director Orient Express

Developing Knowledge and Value in Management Consulting Anthony F. Buono, 2002-01-01 The second volume in the Research in Management Consulting series explores the evolving role of management consultants It examines their contributions to client organizations management understanding and their own firms amid rapid business changes The book also discusses future challenges and transformations in the consulting industry *Logistics and Fulfillment for e-business* Janice Reynolds, 2001-04-15 Logistics and fulfillment management is unglamorous complex and expensive but it is one of the primary factors determining whether an e-business will be profitable Many enterprises large and small rush into the e-business model without adequate consi

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Secrets of Customer Relationship Management James G. Barnes, 2001 When executives hear the term customer relationship management CRM they often break out in a cold sweat amid visions of six or seven figure implementations of staggeringly complex systems But have no fear you won't stumble over such looming obstacles in James G Barnes's book Rather he chooses an old fashioned approach to CRM actually building relationships with your customers Barnes provides a variety of techniques to accomplish this basic task Some of his suggestions are fresh and inspired while others will sound pretty familiar to anyone in business Either way he documents them with his own thorough research and insightful accounts from other writers Some readers will miss the nuts and bolts technical analysis that has come to define the modern concept of CRM but getAbstract recommends this book to executives marketing professionals and customer service managers who want to get back to traditional business values

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