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*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 development 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 that 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 US, South America, South Africa, Europe, Russia, Australia, China, Canada, Korea, and Dubai.

**Customer Service in Tourism and Hospitality** Simon Hudson, Louise Hudson, 2017-09-30 A fully revised and updated new edition of this bestselling text. New material covers issues such as the sharing economy, technology, Virtual Reality, and use of robots, and use of big data to personalize experiences and encourage loyalty.

**Digital Influence on Consumer Habits** Nripendra Singh, Pooja Kansra, S.L. Gupta, 2024-04-23 Readers will learn service quality, peer pressure, online reviewers' effect in the digital environment to aid in understanding the various risks and challenges involved in the digital environment with examples of changing business and consumer scenario case studies as a result of Digital Transformation.

**Analyzing the Strategic Role of Social Networking in Firm Growth and Productivity** Benson, Vladlena, Tuninga, Ronald, Saridakis, George, 2016-08-31 Social media platforms have emerged as an influential and popular tool in the digital era. No longer limited to just personal use, the applications of social media have expanded in recent years into the business realm. *Analyzing the Strategic Role of Social Networking in Firm Growth and Productivity* examines the role of social media technology in organizational settings to promote business development and growth. Highlighting a range of relevant discussions from the public and private sectors, this book is a pivotal reference source for professionals, researchers, upper-level students, and academicians.

**ECSM2015-Proceedings of the 2nd**

**European Conference on Social Media 2015** Dr Paula Peres, Dr Anabela Mesquita, 2015-07-06 Complete proceedings of the 2nd European Conference on Social Media Porto Portugal Published by Academic Conferences and Publishing International Limited *Social Content Marketing Strategies* Yuvraj Mallick, 2025-02-20 Social Content Marketing Strategies explores the effective use of social media platforms for marketing. We divide the book into three sections covering ten chapters in total. Social Business Fundamentals, Running a Social Business and Social Business Building Blocks. Social Business Fundamentals introduces the basics of social content marketing, discussing social media and customer engagement, the role of customers building a social business and the social business ecosystem. Running a Social Business focuses on practical strategies for managing a social business. Chapters in this section cover social technology and business decisions, social analytics, metrics and measurement, providing insights into successfully carrying out your business. Social Business Building Blocks delves into the social aspects of a business, explaining concepts such as social objects and social graphs. Social Content Marketing Strategies is a valuable resource for anyone looking to enhance their marketing efforts through social media. We provide clear explanations and practical advice to help you succeed in the digital marketing landscape.

Social Media Theory and Communications Practice Whitney Lehmann, 2023-07-31 Fusing the academic with the applied, this book provides a comprehensive introduction to social media for future communications professionals. While most social media texts approach the subject through either a theoretical scholarly lens or a professional practical lens, this text offers a much-needed linkage of theory to the practical tactics employed by social media communicators. Concise and conversational chapters break down the basics of both social media theory and practice and are complemented by sidebars written by scholars and industry professionals, chapter summaries and end-of-chapter exercises. This book is ideal for introductory social media courses in communication, public relations and mass communication departments, as well as courses in digital media and public relations. Online resources include social media writing templates, sample posts and content calendar templates. Please visit [www.routledge.com/9781032185873](http://www.routledge.com/9781032185873)

**Community Banker**, 2009-07 Wisconsin Natural Resources, 2012

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