

SECOND EDITION

ESSENTIALS OF SERVICES MARKETING:

CONCEPTS, STRATEGIES, & CASES

*K. Douglas Holten
John E. G. Berman*

Essentials Of Services Marketing Concepts Strategies And Cases

L Cohen



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Services Marketing K. Douglas Hoffman, 2009 This new international edition of Services Marketing provides an up to date and comprehensive overview of the services marketing industry focusing strongly on customer satisfaction service quality and customer service Building on the seminal work of Hoffman and Bateson the authors provide an excellent combination of real world case studies and service marketing theory ideal for students and practitioners alike *Instructors Manual and Test Bank to Accompany Essentials of Services Marketing* Douglas K. Hoffman, John E. G. Bateson, 2002

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Annekie Brink,Adele Berndt,2008 Presenting a dramatic shift in the way marketing is viewed and how its value is determined this diverse resource focuses on the retention of customers through excellent customer service Attending to the 4 Ps of marketing the guidebook addresses the ways in which a marketer can make decisions with the customer s perspective as the priority With strategies both for one to one marketing and for mass customization this critical handbook offers information for today s ever adapting business environment

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The Journal of the Institute of Bangladesh Studies Rajshahi University. Institute of Bangladesh Studies,2009

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