

SERVICES MARKETING

People, Technology, Strategy

SEVENTH EDITION



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JOCHEN WIRTZ

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Services Marketing in Asia Jochen Wirtz, Christopher H. Lovelock, 2005

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Singapore Airlines SIA is widely acknowledged as one of the leading airlines globally This book provides insights into a simple but intriguing question How has SIA managed to outperform other flag carriers for decades in an industry where it is notoriously difficult to succeed consistently □□□□, 2013

Interactive Services Marketing Raymond P. Fisk, Stephen J. Grove, Joby John, 2000 Interactive Services Marketing covers the essentials of services marketing with particular emphasis on the theater model and the impact of technology The text features a dynamic approach to human interactions both in face to face communication as well as connecting through technology Concise coverage of content enables instructors to make greater use of the textbook web site reinforcing the emphasis on technology and allowing students to interact with both the printed text and the online material Pedagogical tools help students synthesize the material each part opens with an overview a new model illustrating the text s organization brief chapter outlines and a vignette highlighting real world companies such as Noggintoppers an online hat retailer Each chapter also features a short paragraph revisiting the vignette marginal notes defining key terms a Summary and Conclusion section practice exercises and new Internet exercises

Leadership Richard L. Daft, 1999 *Creativity in Services Marketing* American Marketing Association, 1986 **Subject Guide to Books in Print**, 1993

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