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Customer Service Marketing Edwin N. Torres, Tingting Zhang, 2022-12-05 This timely book is a comprehensive overview of customer service principles theories and practices It looks at the best practices of service enterprises and the delivery of superior customer service It also includes classic and contemporary theories relating to the consumers managers and their behaviors in organizational setting The book uses real life applications through examples from business enterprises in various service sectors including hotels restaurants theme parks event management airlines cruises e retailers and finance This book covers important concepts in service design and delivery including customer experiences peer to peer services the organization s servicescape quality measurement tools and use of technologies The book also gives insights into consumers including their expectations attitudes emotions word of mouth behaviors and strategies to ensure their loyalty It also looks at developments in service theory and practice which remain relatively unexplored by existing textbooks Filled with real world case studies in various service sectors this textbook will be particularly useful for students in hospitality guest services and services marketing

Computerworld ,1999-07-19 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network

De Gruyter Handbook of Media Technology and Innovation Richard A. Gershon, 2025-01-27 The De Gruyter Handbook of Media Technology and Innovation brings together scholars from around the world to provide key insights on emerging technology trends and issues related to the fields of media management information technology product design planning and digital lifestyle This handbook is about the power of good ideas It s about those business enterprises government planners educators and entrepreneurs that have harnessed the power of good ideas to become real difference makers in the world we live in Keeping pace with fast paced technology change requires ongoing assessment and reassessment of the media management and technology fields to address important questions and emerging issues A major premise of this book is that given the complex and ever changing state of media technology we have a responsibility and obligation to engage in a broader interdisciplinary dialogue whose purpose is to understand the current and future state of media technology and innovation as well as to appreciate the social impact that such technologies have on business education and the general public Forecasting the future as any weatherperson or stock broker can tell you is a risky business But in this book we use the phrase the creative next step as a way to talk about the future and what we can expect in terms of the opportunities and challenges going forward

Services Marketing: People, Technology, Strategy (Ninth Edition) Jochen Wirtz, Christopher Lovelock, 2021-10-15 Services Marketing People Technology Strategy is the ninth edition of the globally leading textbook for Services Marketing by Jochen Wirtz and Christopher Lovelock extensively updated to feature the latest academic research industry trends and technology social media and case examples This book takes on a strong

managerial approach presented through a coherent and progressive pedagogical framework rooted in solid academic research It features cases and examples from all over the world and is suitable for students who want to gain a wider managerial view

Personalization and Digital Social Markets Tahir M. Nisar, 2025-02-20 Tahir Nisar presents a cogent compelling account of recent developments and disruptions within the digital economy and particularly within the industrial and service sectors Through an original overarching framework rooted in the concept of personalization and its antecedents Nisar identifies radically new forms of relationships both economic and social among firms and customers These new relationships are driving major changes in commercial and industrial firms policies and practices and in turn in the entire market economy E commerce trading user generated content virtual communities co creation influencer movements FinTech and sharing economies have strengthened the hands of consumers and have encouraged developments in cognitive technologies such as AI automation which in turn create new ways of working and disruptions to traditional capital labour relations Ultimately what emerges from this study is a picture of how digital technologies unleash forces of change that are creating new forms of social and economic sharing arrangements and new forms of social organization For its empirical depth and and theoretical rigor this book is essential reading for researchers and students interested in emerging alternative forms of economics business and management and particularly those interested in the digital economy and the state and future of capitalist markets

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