

Prime Big Deal Days

October 2024



Prime Big Deals Best Customer Service

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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 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. *Kiplinger's Personal Finance*, 1991-08 The most trustworthy source of information available today on savings and investments, taxes, money management, home ownership, and many other personal finance topics. *Unique Eats and Eateries of St. Louis* Suzanne Corbett, 2017-09-15 Are you hungry? Hungry for something different, something familiar, something savory, and something sweet, something found in and around St. Louis that satisfies what you uniquely crave? Suzanne Corbett is hungry, too. It's driven her to survey and visit countless tables, fields, and markets, savoring foods and experiences that can uniquely satisfy what one craves in St. Louis. *Unique Eats and Eateries of St. Louis* serves as a guide to St. Louis' virtual smorgasbord of eats. Featuring 99 favorite picks that fill the plate and grocery cart with foods both classic to trendy to regional, restaurants, producers, and products. Divided into sections such as Plates with a Past, Hot Hearths, Cool Creams, and Global Grub, *Unique Eats and Eateries of St. Louis* looks at the story behind each eat or eatery via vignette, overviews covering the plates, places, history, or people beyond a menu. A quick reference guide for gourmands, foodies, and the culinary curious will want to digest before heading out to gobble up St. Louis. **Proceedings of the 1984 Academy of Marketing Science (AMS) Annual Conference** Jay D. Lindquist, 2015-05-18 This volume includes the full proceedings from the 1984 Academy of Marketing Science AMS Annual Conference held in Niagara Falls, New York. It

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