



I really had a great time enjoying dinner here. The staffs here were friendly. I will definitely recommend to all all you.

Shannon Lim

Customer



The food was delicious in this restaurant. The atmosphere here is comfortable and I love the interior design and style here so much.

Josef Romero

Customer



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Ian Pickup



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The Discourse of Customer Service Tweets Ursula Lutzky, 2021-10-21 The Discourse of Customer Service Tweets studies the discursive and pragmatic features of customer service interactions making use of a corpus of over 1.5 million tweets from more than thirty different companies. With Twitter being used as a professional service channel by many transport operators, this book features an empirical analysis of British and Irish train companies and airlines that provide updates and travel assistance on the platform often on a 24/7 basis. From managing crises in the midst of strike action to ensuring passengers feel comfortable on board, Twitter allows transport operators to communicate with their customers in real time. Analysing patterns of language use as well as platform specific features for their communicative functions, Ursula Lutzky enhances our understanding of customers' linguistic expectations on Twitter and of what makes for successful or unsuccessful interaction. Of interest to anyone researching discourse analysis, business communication and social media, this book's findings pave the way for practical applications in customer service.

The Complete Social Media Community Manager's Guide Marty Weintraub, Lauren Litwinka, 2013-01-22 A unique approach to today's hottest new job in social media. Today's social community managers use social media platforms and act as brand evangelists and community advocates. From creating viral content to crisis communication to leveraging community content, social managers manage online social communities and deal with what comes. Luckily, *The Complete Social Media Community Manager's Guide: Essential Tools and Tactics for Business Success* is the perfect resource for how to do this increasingly high profile and crucial job. The book features proven tactics and techniques for effective management and includes more than 40 field tested tools and templates. If you're a social community manager, learn how to grow a community and achieve the results you need. Topics include a detailed guide to today's social media platforms, how to organize and successfully share content using metrics and reporting, and more. Helps social media community managers develop, cultivate and convert their social media communities. Does a deep dive into today's crucial social media platforms. Provides a complete toolkit of over 40 field tested tools and templates on everything from how to craft a plan to developing an editorial calendar, tracking results and more. Explains how you can organize and successfully share content among your target community and how to leverage that content to further amplify your message. *The Complete Social Media Community Manager's Guide: Essential Tools and Tactics for Business Success* is a must-have resource for one of the hottest new careers in today's social world.

Content Marketing Rebecca Lieb, 2012 If you have a website, a blog or even a Facebook or Twitter presence, you are a publisher. Think like one: build a digital content strategy that embraces words, images and multimedia to systematically enhance consumer engagement and conversion rates. Lieb guides you through planning what you'll say online, how and where you'll say it, how often you'll communicate and how you'll measure your effectiveness. She offers practical guidance for listening to conversations about your brand, products and services, responding more effectively and effectively informing those conversations. You'll learn how to use your digital

content strategy to shape marketing branding PR SEO customer and media relations blog content social media initiatives and your website www.managementboek.nl *The Machine Age of Customer Insight* Martin Einhorn, Michael

Löffler, Emanuel de Bellis, Andreas Herrmann, Pia Burghartz, 2021-03-15 The Machine Age of Customer Insight demonstrates the impact of machine learning and data analytics combining an academic state of the art overview of machine learning with cases from well known companies These cases show the opportunities and challenges of the transformation process for business and for customer insights more specifically **The Tao of Twitter: Changing Your Life and Business 140**

Characters at a Time Mark Schaefer, 2012-07-24 It's time to take the mystery out of Twitter You're busy and don't have time to decipher the confusing world of Twitter In less than two hours this bestselling book will show you how to connect and start creating meaningful business and personal benefits right away Behind every Twitter triumph there is a well defined success formula This is The Tao of Twitter a path a majestic random synergy that holds the potential to impact your daily life if you know that way Through real life examples and easy to follow steps acclaimed marketing expert Mark W Schaefer teaches you Secrets to building influence on Twitter The formula behind every Twitter business success 22 ways to build an audience that wants to connect to you Content strategies time savers and useful tips 20 ways to use Twitter as a competitive advantage Start your journey toward social media influence and business success today by learning and following The Tao of Twitter **Likeable Business: Why Today's Consumers Demand More and How Leaders Can Deliver** Dave

Kerpen, Theresa Braun, Valerie Pritchard, 2012-10-30 It pays to be LIKEABLE You can have a rock solid business strategy unlimited resources and the most talented people on staff But only one thing is guaranteed in today's hyperconnected society if your business isn't likeable it will fail Dave Kerpen knows how important it is for a business to be liked by customers employees stakeholders and the general public He wrote the book on it His groundbreaking bestseller Likeable Social Media changed the way businesses interact with their customers on a daily basis Likeable Business lays out 11 strategies for organizations of all sizes to spur growth profits and overall success Dave Kerpen reveals the remarkable returns you'll get when you gain the trust of your customers and stakeholders In today's social media world it literally pays to be likeable Likeable Business helps any leader at a small or mid sized company increase profits and spur growth by applying the 11 principles of business likeability such as LISTENING to customers colleagues shareholders and competitors AUTHENTICITY because today's savvy customer always knows when you're faking it TRANSPARENCY honesty builds trust and any deviation can destroy your reputation ADAPTABILITY managing change and finding new opportunities is critical to success today SIMPLICITY in design in form and in function GRATEFULNESS every thank you is appreciated and generates surprising returns Likeability spreads As a business leader you set the tone Be likeable and your staff will be likeable which in turn creates a more likeable customer experience The blueprint for everlasting business likeability is in your hands Apply Kerpen's basic principles day in and day out and profits and growth are sure to follow Praise for Likeable Business Dave Kerpen has

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Public Service Advertising of the Health Care Service Sector in Tripura, India Dhananjay Datta,Sudhakar Patra,2023-04-05 Document from the year 2020 in the subject Communications Public Relations Advertising Marketing Social Media grade Passed language English abstract This study is an attempt to explain the economics of Selected Public Service Advertising of Health Care Service Sector in Tripura India specifically pertaining to efficiency effectiveness value and behavior in the production and consumption of health care service Hence the main objectives of the research work are to understand the effectiveness of the economics of selected health care service sector related public service outdoors advertising specifically pertaining to the internal and external elements that make them effective and successful for both public or consumers and the government in Tripura Secondly to find out influence of health care service sector related public service television advertising in electronic media and its effect in pursuing the announcement made for public cause in Tripura Thirdly to find out influence of health care service sector related public service print media advertising and its effect in pursuing the announcement made for public cause in Tripura Fourthly to find out the overall reach of the recent government sponsored health care service sector related public service advertising among public in Tripura and finally to find out the right media for telecasting the health care service sector related public service advertising to make it more effective This study is mainly based on the primary and secondary data Primary data collected through pre tested questionnaire and secondary data collected from the various sources like published reports Web Articles Journals and research report etc The total sample size for the study is 540 and purposively

divided into two parts 240 sample for the study area and 300 for the all India level case study 240 sample sizes were collected covering all eight district of Tripura and 300 sample sizes were considered purposively for the case study analysis at all India level General socio economic and demographic characteristics of respondents from the study area were analyzed through Frequency Percentage Table and Pie Chart Hypotheses analyses were carried out using Chi square test and calculation of Phi and Cramer s V were carried out to measure the effect Pearson Correlations were carried out involving Public service advertising observation experiences and socio economic characteristics of the respondents Multiple stepwise forward logistic regressions analysis were carried out to measure the influence of observational experience of Public service advertising of Health care service Sector in Tripura India Bar chart for all statement in the questionnaire Factor Analysis KMO and Bartlett s Test Factor wise questions items Basic and Descriptive Statistics like mean median SD variance etc Histograms t test are also used in the study and The Kruskal Wallis test a non parametric alternative to the One way ANOVA Spearman correlation coefficient are also used in the study with the help of SPSS

Computerworld ,2009 *Return On Influence: The Revolutionary Power of Klout, Social Scoring, and Influence Marketing* Mark Schaefer,2012-03-16 Winner of a Choice Magazine Outstanding Academic Title Award We are on the cusp of a marketing revolution And it is being led by you Return on Influence is the first book to explore how brands are identifying and leveraging the world s most powerful bloggers tweeters and YouTube celebrities to build product awareness brand buzz and new sales In this revolutionary book renowned marketing consultant and college educator Mark W Schaefer shows you how to use the latest breakthroughs in social networking and influence marketing to achieve your goals through In depth explanations of the sources of online influence and how they can work for or against you Interviews with more than 50 experts including tech blogger Robert Scoble Influence author Robert Cialdini and industry thought leaders such as Mitch Joel Jay Baer and Christopher S Penn An insider s look at the controversial social scoring company Klout and its process for assigning influence numbers to everyone Practical actionable tips to increase your own personal power and online influence More than a dozen original social influence marketing case studies Even if you already use social media platforms such as Facebook LinkedIn YouTube Twitter or blogging to maintain an online presence this eye opening action ready guide shows you how to reach the superconnectors who ignite epidemics through word of mouth influence and become one yourself This is the future of marketing at your fingertips low cost high speed influence driven and powerful Filled with fascinating case studies interviews and insider advice this essential guide prepares you for the next wave of social networking This is how to win friends and influence people in the digital age with a Return on Influence Praise for Return on Influence Influence is the ability to cause affect or change behavior Mark Schaefer helps you define the outcomes you wish to see and measure them Brian Solis author of The End of Business as Usual Schaefer s book has earned its place on the shelf of anyone looking to find influencers or become one Harold Burson founder Burson Marsteller Return on Influence is definitive exciting and endlessly practical In an age

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The McGraw-Hill 36-Hour Course: Online Marketing Lorrie Thomas,2010-12-28 A crash course on the most dynamic marketing platform today Online marketing has evolved far beyond flashy websites and banner ads shouting at customers about your product It s about using an array of Internet tools to build credibility and visibility spread your message and form meaningful customer relationships The McGraw Hill 36 Hour Course Online Marketing puts you on the fast track to harnessing the power of the Web for your marketing goals It begins with planning and building a website and then provides in depth coverage of essential online marketing tools and techniques such as Content marketing and blogging Social media marketing Web analytics Search Engine Optimization SEO E mail marketing Online Public Relations Earn a Certificate of Achievement Through A Free Online Examination The McGraw Hill 36 Hour Course Online Marketing spells it all out in easy to understand terms and actionable steps You re already on your way to Web marketing mastery *MSDN Magazine* ,2008

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Marketing ,2009 **Fresh Cup** ,2009 PATA Compass ,2009 *The Six Sigma Handbook, Sixth Edition: A Complete Guide for Green Belts, Black Belts, and Managers at All Levels* Thomas Pyzdek,Paul A. Keller,2023-09-08 The most important reference to Six Sigma fully updated for the latest advances This thoroughly revised industry standard guide delivers all the information you need to apply Six Sigma techniques and dramatically improve processes profitability sustainability and long term growth Written by two of the foremost authorities in Six Sigma the book shows you step by step how to build the best teams and foster effective leadership while maximizing customer satisfaction and boosting profits This new edition features a number of important updates including AI big data and machine learning healthcare statistics and

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