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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.

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 and in connections through technology. The Third Edition focuses on interactions in service environments. The concise text is fully supported by a robust web site, enabling instructors to reinforce the emphasis on technology and allowing students to interact with both the printed text and online material. Pedagogical tools include chapter-opening vignettes, margin notes, end-of-chapter summaries and conclusions, exercises, and Internet activities. Available with InfoTrac Student Collections <http://goengage.com/infotrac>. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

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As the service sector expands into the global economy, a new science of service is emerging, one that is dedicated to encouraging service innovation by applying scientific understanding, engineering discipline, and management practice to designing, improving, and scaling service systems. Handbook of Service Science takes the first major steps to clarifying the definition, role, and future of this nascent field. Incorporating work by scholars from across the spectrum of service research, the volume presents multidisciplinary perspectives on the nature and theory of service, on current research and practice in design, operations, delivery, and innovation of service, and on future opportunities and potential of service research. Handbook of Service Science provides a comprehensive reference suitable for a wide-reaching audience including researchers, practitioners, managers, and students who aspire to learn about or to create a deeper scientific foundation for service design and engineering, service experience and marketing, and service management and innovation.

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Services Marketing: People, Technology, Strategy is the eighth 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 textbook takes on a strong managerial approach presented through a coherent and progressive pedagogical framework rooted in solid academic research. Featuring cases and examples from all over the world, Services Marketing: People, Technology, Strategy is suitable for students who want to gain a wider managerial view of Services Marketing.

The papers presented in this volume advance the state of the art in social media and Web 2.0, electronic tourism marketing, web site and search engine optimization, technology adoption and diffusion, online communities, tourism management and decision support, eLearning, mobile technologies and applications in tourism, recommender systems, e-intermediaries and networks in tourism, customer research in e-tourism and user generated content. The volume collects research papers of prominent scholars from around the world with a disciplinary background in the fields of social or computer sciences. The book covers the most significant topics within the study field of electronic tourism and addresses both, academics and practitioners interested in the latest advances in the electronic travel and tourism domain.

Decades ago, direct marketers gathered customer names and addresses, and created mailing lists; today, much has changed and much has remained the same. This third edition recognises the growth of various digital marketing formats for conducting direct and interactive marketing today. Today's consumers desire the speed and the control that the new digital and social media formats provide. Direct marketing has always been accountable and measurable, and now with the various digital media formats and computer technology, it is more interactive and precise than ever before. This edition builds on the traditional foundations of direct marketing, and extends into the future where continuous digital innovations are transforming the marketing landscape. We cannot begin to envision what changes are ahead. But one thing is certain: traditional direct and interactive marketing principles will still apply. This edition builds on these traditional foundations, captures the new media and methods, and explores the future innovations of direct and interactive marketing.

"This book specifically develops theories to understand service quality and quality management practice of EC which is completely a new and innovative effort to formulate perceptions of global consumers"--Provided by publisher.

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