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NEW YORK TIMES BESTSELLER | In the final book of his astonishing career, Carl Sagan brilliantly examines the burning questions of our lives, our world, and the universe around us. These luminous, entertaining essays travel both the vastness of the cosmos and the intimacy of the human mind, posing such fascinating questions as how did the universe originate and how will it end, and how can we meld science and compassion to meet the challenges of the coming century? Here, too, is a rare, private glimpse of Sagan's thoughts about love, death, and God as he struggled with fatal disease. Ever forward-looking and vibrant with the sparkle of his unquenchable curiosity, Billions & Billions is a testament to one of the great scientific minds of our day. Praise for Billions & Billions "[Sagan's] writing brims with optimism, clarity and compassion." Ft. Lauderdale Sun-Sentinel "Sagan used the spotlight of his fame to illuminate the abyss into which stupidity, greed, and the lust for power may yet dump us. All of those interests and causes are handsomely represented in Billions & Billions." The Washington Post Book World "Astronomer Carl Sagan didn't live to see the millennium, but he probably has done more than any other popular scientist to prepare us for its arrival." Atlanta Journal & Constitution "Billions & Billions can be interpreted as the Silent Spring for the current generation. . . . Human history includes a number of leaders with great minds who gave us theories about our universe and origins that ran contrary to religious dogma. Galileo determined that the Earth revolved around the Sun, not the other way around. Darwin challenged Creationism with his Evolution of Species. And now, Sagan has given the world its latest challenge: Billions & Billions." San Antonio Express-News "[Sagan's] inspiration and boundless curiosity live on in the gift of his work." Seattle Times & Post-Intelligencer "Couldn't stay awake in your high school science classes? This book can help fill in the holes. Acclaimed scientist Carl Sagan combines his logic and knowledge with wit and humor to make a potentially dry subject enjoyable to read." The Dallas Morning News

Science, technology, engineering, and mathematics (STEM) education is seen by leaders from across the globe as key to economic success and prosperity. <i>Einstein Fellows attempts to improve the state of STEM education,

not only here in the United States, but internationally as well. As the body of STEM-learning research grows, this volume provides the unique perspective of nationally recognized educators who have spent, collectively, more than 400,000 hours at the interface between teaching and learning. Each chapter communicates how its author has implemented a specific STEM practice in the classroom and how the practice might be modified for use in other classrooms, schools, and learning environments. Readers of *Einstein Fellows: Best Practices in STEM Education* will gain powerful insight about what really works when it comes to teaching and learning STEM. This publication will serve as an excellent resource for use in any science, technology, engineering, and mathematics teaching methods course; no professional education library, K through college, should be without a copy.

Excellence in customer service is the hallmark of success in service industries and among manufacturers of products that require reliable service. But what exactly is excellent service? It is the ability to deliver what you promise, say the authors, but first you must determine what you can promise. Building on seven years of research on service quality, they construct a model that, by balancing a customer's perceptions of the value of a particular service with the customer's need for that service, provides brilliant theoretical insight into customer expectations and service delivery. For example, Florida Power & Light has developed a sophisticated, computer-based lightning tracking system to anticipate where weather-related service interruptions might occur and strategically position crews at these locations to quicken recovery response time. Offering a service that customers expect to be available at all times and that they will miss only when the lights go out, FPL focuses its energies on matching customer perceptions with potential need. Deluxe Corporation, America's highly successful check printer, regularly exceeds its customers' expectations by shipping nearly 95% of all orders by the day after the orders were received. Deluxe even put U.S. Postal Service stations inside its plants to speed up delivery time. Customer expectations change over time. To anticipate these changes, Metropolitan Life Insurance Company regularly monitors the expectations and perceptions of their customers, using focus group interviews and the authors' 22-item generic SERVQUAL questionnaire, which is customized by adding questions covering specific aspects of service they wish to track. The authors' groundbreaking model, which tracks the five attributes of quality service -- reliability, empathy, assurance, responsiveness, and tangibles -- goes right to the heart of the tendency to overpromise. By comparing customer perceptions with expectations, the model provides marketing managers with a two-part measure of perceived quality that, for the first time, enables them to segment a market into groups with different service expectations.

Für Wiedereinsteiger und Fortgeschrittene, die leicht und humorvoll Englisch lernen wollen.

Incorporating developments from both academia and industry, this exploration of brands, brand equity and strategic brand management combines a theoretical foundation with numerous techniques and practical insights. Suitable for both graduates and upper-level undergraduates.

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