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Oliver Sacks and David Byrne as it is an unprecedented eye opening investigation into an obsession at the heart of human nature

Sports Marketing Michael J. Fetchko, Donald P. Roy, Kenneth E. Clow, 2018-10-09 Highly practical and engaging Sports Marketing equips students with the skills techniques and tools they need to be successful marketers in any sporting environment The book combines scholarly theory with the perspectives of those who have been actively involved in the sports business A worldwide range of examples from all levels of sports as well as insider expertise strongly ties classroom learning to real world practice and assures students that the theory is relevant New material includes Expanded coverage of marketing analytics and the use of market driven tactics showing students how to strengthen customer relationships and maximize profits Greater attention to the impact of new technologies on customer relationships such as social media content marketing ticketing strategies and eSports ensuring students are exposed to the latest advancements in marketing for sports A stronger global focus throughout the book including several new cases from outside the U S as well as coverage of international sporting organizations such as FIFA and the ever popular English Premier League Six new You Make the Call short cases to offer opportunities for analysis and decision making in sectors of sports marketing including sports media experiential events and eSports These popular You Make the Call cases and review questions stimulate lively classroom discussion while chapter summaries and a glossary further support learning Sports Marketing will give students of sports marketing and management a firm grasp of the ins and outs of working in sports

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influence the relationship between the selling organisation and the buying customer It introduces The Customer Service Hallmark a unique Customer Service Quality Standard and guiding implementation and benchmarking framework It takes Customer Service beyond Have a Nice Day and the obvious Surface approaches to Customer Service It positions Customer Service as having its roots in the cultural heart of the organisation The book adopts a holistic view of organisations incorporating Organisation Development approaches to managing improvement interventions It positions Total Customer Service within and across all organisation functions and boundaries and includes a proactive stance to managing external environmental influences The book provides reflective reading plus new and refreshed ideas tools and models The interesting presentation of the book takes the reader through the development of a practical methodology which guides improves sustains and maximises the provision of Total Customer Service and organisation improvement Anyone who has an interest in Total Customer Service and organisation performance improvement will find this book valuable and enjoyable Vision to Action Sub System Synergy Hilltops ERUDITE Leadership Futuristic Thinking Competitive Integrity and Triple E touch point management all contribute to Customer Service and are some of the innovative concepts included in this book The book brings together organisational capacity and capability and reflects a synergistic approach which promotes cross functional cooperation and harmony The Four Dimensions of the Customer Service Hallmark provide an integrated framework which positions Total Customer Service as a coordinated strategic response to achieving organisation improvement and strategic intent

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Events MISmanagement Tim Brown,Phil Higson,Lindsey Gaston,2022-05-11 A unique text that looks at events from a very different perspective that of how and why events fail and what can be learnt from this in both a practical and academic perspective It provides a case study approach to the event planning process with the cases illustrating how core planning theory and concepts fails to emerge in practice and why

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and mobile entertainment issues and trends *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 developing 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

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