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Simon Hudson, Louise Hudson



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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, focusing 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.

Customer Service in Tourism and Hospitality Simon Hudson, Louise Hudson, 2012-11-30 Provides the whys and hows of customer service. Easy to read, very current, and full of references to all the latest research. Chapters cover financial and behavioural consequences of customer service, consumer trends, developing and maintaining a service culture, managing service encounters, CRM, and much more. *Business Week*, 2010. The Customer-Funded Business John Mullins, 2014-07-03 Who needs investors? More than two generations ago, the venture capital community, VCs, business angels, incubators, and others convinced the entrepreneurial world that writing business plans and raising venture capital constituted the twin centerpieces of entrepreneurial endeavor. They did so for good reasons: the sometimes astonishing returns they've delivered to their investors and the astonishingly large companies that their ecosystem has created. But the vast majority of fast-growing companies never take any venture capital. So where does the money come from to start and grow their companies? From a much more agreeable and hospitable source: their customers. That's exactly what Michael Dell, Bill Gates, and Banana Republic's Mel and Patricia Ziegler did to get their companies up and running and turn them into iconic brands. In *The Customer-Funded Business*, best-selling author John Mullins uncovers five novel approaches that scrappy and innovative 21st-century entrepreneurs working in companies large and small have

ingeniously adapted from their predecessors like Dell Gates and the Zieglers Matchmaker models Airbnb Pay in advance models Threadless Subscription models TutorVista Scarcity models Vente Privee Service to product models GoViral Through the captivating stories of these and other inspiring companies from around the world Mullins brings to life the five models and identifies the questions that angel or other investors will and should ask of entrepreneurs or corporate innovators seeking to apply them Drawing on in depth interviews with entrepreneurs and investors who have actually put these models to use Mullins goes on to address the key implementation issues that characterize each of the models when to apply them how best to apply them and the pitfalls to watch out for Whether you re an aspiring entrepreneur lacking the start up capital you need an early stage entrepreneur trying to get your cash starved venture into take off mode an intrapreneur seeking funding within an established company or an angel investor or mentor who supports high potential ventures this book offers the most sure footed path to starting financing or growing your venture John Mullins is the author of The New Business Road Test and with Randy Komisar the widely acclaimed Getting to Plan B Bloomberg Businessweek ,2011 The Strategic Digital Media Entrepreneur Penelope M. Abernathy,JoAnn Sciarrino,2018-11-20 A goldmine of strategic insights and practical business guidance covering all aspects of media entrepreneurship in the Digital Age The media industry is facing epic upheaval Revolutionary new technologies compel those in businesses as diverse as broadcasting to book publishing to radically recreate their business models or be left in history s wake At the same time those with the next big idea are eager to acquire the business know how needed to make it in today s brave new world of media Written by a uniquely well qualified author team this book addresses the concerns of both audiences Penelope Muse Abernathy and JoAnn Sciarrino provide timely lessons on everything from media financing to marketing business strategy to leadership innovation to business accounting They use numerous case studies and real world vignettes to reveal the success secrets of today s hottest media entrepreneurs as well as the fatal flaws that leads many promising new ventures down the road to ruin They begin with a primer on digital entrepreneurship basics covering how to create a winning digital business model obtain financing do business accounting identify strategic challenges and more From there they show you how to Develop sustainable customer focused strategies while overcoming the unique leadership challenges of the Digital Age Define your company s unique value proposition prioritize investments in key assets and form strategic partnerships and alliances Understand and prepare to exploit the vast potential inherent in the next generation of digital technologies including artificial intelligence virtual reality and blockchain among others The two companion websites feature a wealth of supplemental material including updates instructional videos essays by media leaders as well as PowerPoint presentations and study guides for instructors Packed with practical insights and guidance on all aspects of the business of media in the Digital Age The Strategic Digital Media Entrepreneur is a must have resource for professionals and students alike in advertising marketing business strategy entrepreneurship finance social media and more **The Marketing Mavens** Noel Capon,2007-06-12 The way far too many

people at far too many companies think about and execute marketing was born in an era when suppliers the companies generating products and services were in the catbird seat That world is long dead and customers now occupy that position In this relentlessly globalizing economy we live in a world of oversupply and underdemand with too many suppliers chasing too few customers offering more goods and services than the market can absorb Noel Capon set out to discover what differentiates people who know how to succeed in this changed world people who are able to create customers for the products and services of their business The Marketing Mavens is based on a four year long research program that spanned twenty five industries identifying long term winners and what they do differently Put simply Marketing Mavens place customers at the center of their business and make marketing everyone's job Using a wide variety of intriguing in depth examples from ESPN to the Mayo Clinic Dr Capon shows how the mavens create customers How by placing the sports fan at the center of its business ESPN creates programming that meets the needs of fans that were never given a second thought by the networks or how physicians at the Mayo Clinic being both technical experts and skilled at creating a patient centric ambience motivate people to pay the extra travel and lodging expenses not covered by insurance Marketing Mavens though a rare breed can be found up and down an organization from the CEO to chief marketing officers to business unit managers Noel Capon has talked to mavens from across the global economy and brings forth their uncanny insights behind the five imperatives of the true Marketing Maven Picking markets that matter Selecting segments to dominate and finding the sweet spot in that segment Designing the offer to create customer value and secure differential advantage Integrating to serve the customer And measuring what matters Noel Capon in The Marketing Mavens redefines marketing moving it from a focus on selling and communication into a discipline that guides all the key decisions of a business By seeing marketing as everyone's business not the domain of a few specialists you'll get your business in step with the way the world really works and start creating customers Next year's profits don't depend on next year's numbers but on next year's customers The Marketing Mavens points the way to those customers profits and an increased stock price

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