

FIFTH EDITION

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Integrating Customer
Focus Across the Firm

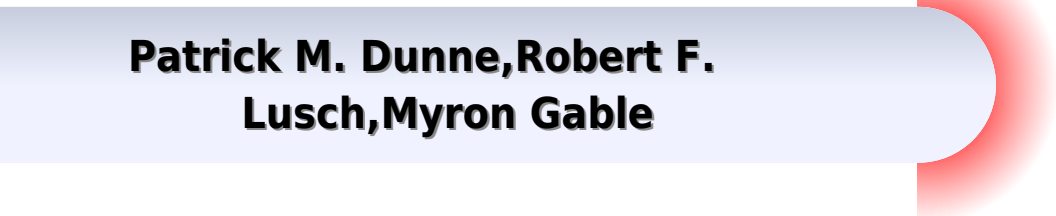
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**Patrick M. Dunne, Robert F.
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Services Marketing Christopher H. Lovelock, Jochen Wirtz, 2011 The fundamentals of services marketing presented in a strategic marketing framework Organized around a strategic marketing framework *Services Marketing* guides readers into the consumer and competitive environments in services marketing The marketing framework has been restructured for this edition to reflect what is happening in services marketing today

Services Marketing K. Douglas Hoffman, John E. G. Bateson, 2006 Offers a managerial perspective on services marketing with special emphasis on B2B services technology and global services It includes cases to further illustrate concepts and offers coverage on creating the seamless service form to support a customer focused organisational culture

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Services Marketing: People, Technology, Strategy (Eighth Edition) Jochen Wirtz, Christopher Lovelock, 2016-03-29 *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*

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