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section has as its objective either knowledge enhancement or skill development, or both. The framework and structure of the book is integrated throughout the sections of the new edition. The basic structure of the text continues to evolve and expand with numerous updates and revisions throughout.

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Preface to Marketing Management can be used in a wide variety of settings. Integrating E-commerce topics throughout, as well as analyses of proven teamwork techniques and strategies, this flexible and concise book provides the reader with the foundations of marketing management while allowing room for the instructor to use outside readings, Web research, and other resources to build knowledge.

In this completely revised and updated

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edition of the customer service classic, Carl Sewell enhances his time-tested advice with fresh ideas and new examples and explains how the groundbreaking "Ten Commandments of Customer Service" apply to today's world. Drawing on his incredible success in transforming his Dallas Cadillac dealership into the second largest in America, Carl Sewell revealed the secret of getting customers to return again and again in the original Customers for Life. A lively, down-to-earth narrative, it set the standard for customer service excellence and became a perennial bestseller. Building on that solid

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foundation, this expanded edition features five completely new chapters, as well as significant additions to the original material, based on the lessons Sewell has learned over the last ten years. Sewell focuses on the expectations and demands of contemporary consumers and employees, showing that businesses can remain committed to quality service in the fast-paced new millennium by sticking to his time-proven approach: Figure out what customers want and make sure they get it. His "Ten Commandants" provide the essential guidelines, including:

- Underpromise, overdeliver: Never disappoint

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your customers by charging them more than they planned. Always beat your estimate or throw in an extra service free of charge. •
No complaints? Something's wrong: If you never ask your customers what else they want, how are you going to give it to them? •
Measure everything: Telling your employees to do their best won't work if you don't know how they can improve.

This fascinating book shows that neither managers nor consumers completely control branding processes - cultural codes constrain how brands work to produce meaning. Placing

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brands firmly within the context of culture, it investigates these complex foundations. Topics covered include: the role of consumption brand management corporate branding branding ethics the role of advertising. This excellent text includes case studies of iconic international brands such as LEGO, Nokia and Ryanair, and analysis by leading researchers including John M.T. Balmer, Stephen Brown, Mary Jo Hatch, Jean-Noël Kapferer, Majken Schultz, and Richard Elliott. An outstanding collection, it will be a useful resource for all students and scholars interested in brands, consumers and

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the broader cultural landscape that surrounds them.

Principles of Marketing, helps students understand how to create value, build customer relationships and master key marketing challenges. The 8th Edition has been thoroughly revised to reflect the major trends impacting contemporary marketing. Packed with examples illustrating how companies use new digital technologies to maximize customer engagement and shape brand conversations, experiences, and communities.

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Preface to Marketing Management, 15e, by Peter and Donnelly, is praised in the market for its clear and concise presentation of the basic principles of marketing in such a way that the core concepts and ideas are covered in sufficient depth to ensure understanding. By offering an engaging, clear, and conceptually sound text, this book has been able to maintain its position as a leading marketing management text. The fifteenth edition serves as an overview for critical issues in marketing management. Its brief, inexpensive, paperback format makes it a perfect fit for instructors who assign cases,

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readings, simulations or offer modules on marketing management for MBA students. The text also works in courses that implement a cross-functional curriculum where the students are required to purchase several texts.

This text brings managers the latest ideas on branding, marketing and strategic change. It includes a step-by-step guide to developing marketing strategies and advice on pricing decisions, advertising and communications plans.

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