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Lovelock & Wirtz, Services Marketing: Global Edition, 7th ...

Slide \u00a9 2007 by Christopher Lovelock and Jochen Wirtz Kunz - Services Marketing 23 Cycle of Failure (1) (Fig 11.4) Source: Schlesinger and Heskett

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Chapter 8, Designing Service Processes", has a new section on emotionprints and covers service blueprinting in more depth. Chapter 11, "Managing People for Service Advantage", has new sections on a service-oriented culture and how to build a climate for service, a section on effective leadership in service organizations and leadership styles. Part of this content was previously covered in Chapter 15.

Wirtz, Lovelock & Chew, Essentials of Services Marketing ...

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