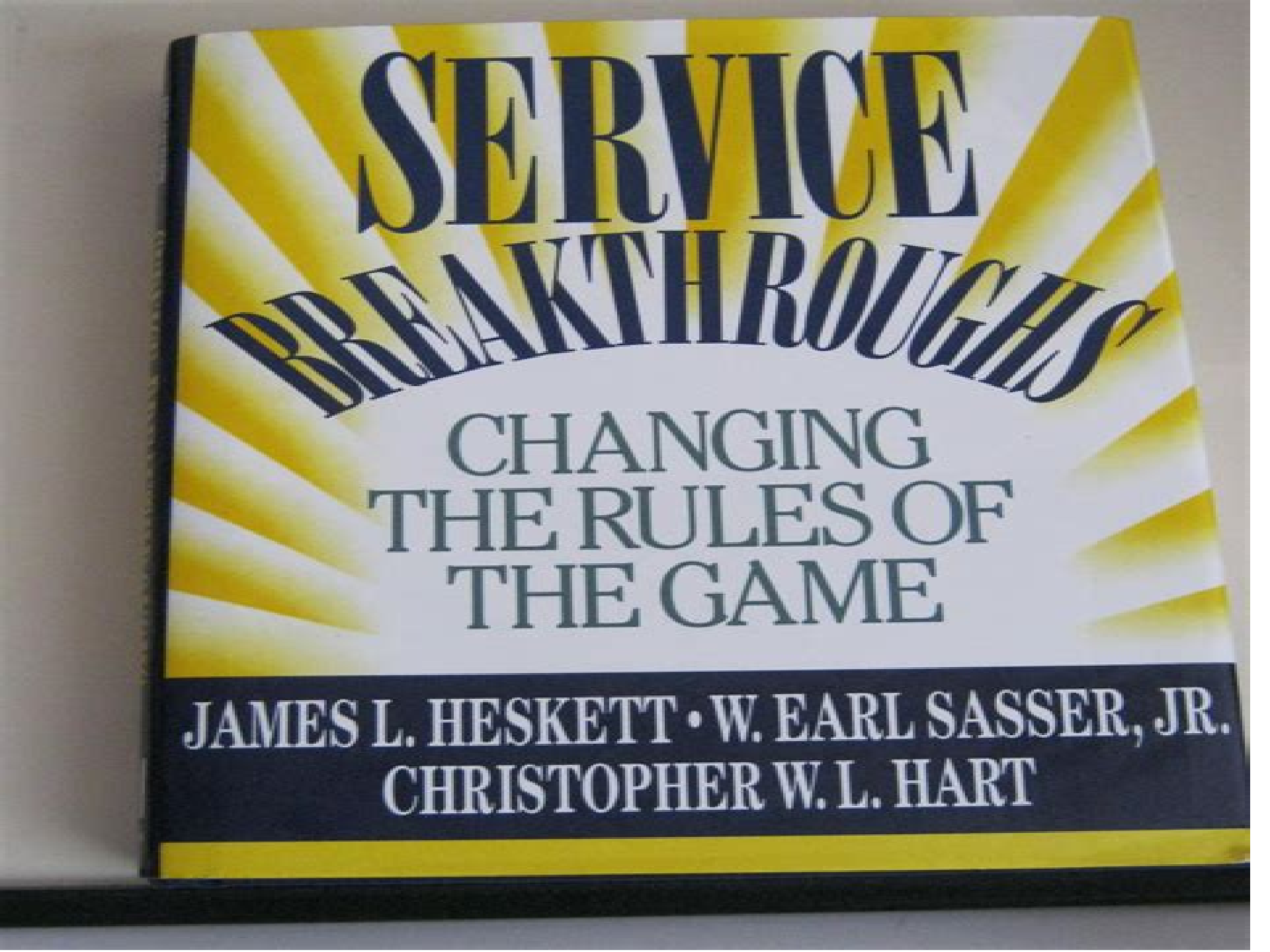




SERVICE *BREAKTHROUGHS*

CHANGING
THE RULES OF
THE GAME

JAMES L. HESKETT • W. EARL SASSER, JR.
CHRISTOPHER W. L. HART

Service Breakthroughs Changing The Rules Of The Game

Tan, Felix B.



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Service Breakthroughs James L. Heskett, 1990-09-17 Discover the game changing strategies of Service Breakthroughs where Harvard Business School experts unveil innovative service management techniques breakthrough leadership insights and the self reinforcing service cycle to elevate customer satisfaction retention and profitability in competitive industries What Do Citicorp UPS and Marriott have in common They are breakthrough service providers firms that changed the rules of the game in their respective industries by consistently meeting or exceeding customer needs and expectations To find out how these companies do it service management experts James Heskett Earl Sasser and Christopher Hart put the question to the chief executive officers of fifteen of America's leading service firms attending a workshop at the Harvard Business School Breakthrough leaders they discovered think very differently about their businesses than their competitors Now in *Service Breakthroughs* based upon five years of exhaustive research in fourteen service industries Heskett Sasser and Hart show exactly what enables one or two companies in each industry to constantly set new standards for quality and value that force competitors to adapt or fail At the heart of breakthrough performance the authors contend is a sometimes intuitive but thorough understanding of the self reinforcing service cycle that replaces traditional management of trade offs The cycle is a paradigm derived from the research results suggesting direct links between heightened customer satisfaction increased customer retention augmented sales and profit improved quality and productivity greater service value per unit of cost improved satisfaction of service providers increased employee retention and further heightened customer satisfaction With detailed examples and dramatic case studies of Mark Twain Bancshares American Airlines Florida Power and Light Federal Express McDonald's and many other companies Heskett Sasser and Hart show how this self reinforcing cycle of behavior differentiates breakthrough leaders from their merely good competitors The authors describe how breakthrough managers develop counterintuitive even contrarian strategic service visions These companies define their service concept in terms of results achieved for customers rather than services performed They target market segments by focusing on psychographics how customers think and behave instead of demographics And instead of viewing a service delivery system as a facility where the service is produced and sold breakthrough firms see it as an opportunity to enhance the quality of the service These profound differences in thought and action have brought spectacular results For managers who wish to set the pace in their service industries *Service Breakthroughs* is essential reading

Service Success! Lessons From a Leader on How to Turn Around a Service Business Daniel I. Kaplan, Carl Rieser, 1994-03-22 Packed with practical ideas and strategies for service managers this candid case study demonstrates how to improve performance and profitability in any service business A success story himself Kaplan pioneers a radical new system for measuring quality in the service industry

[Marketing for Tourism, Hospitality & Events](#) Simon Hudson, Louise Hudson, 2017-05-27 Framed within basic marketing principles *Marketing for Tourism Hospitality Events* highlights the global shift in tourism demographics today placing a particular

emphasis on the role of digital technology and its impact on travel products and services Covering developments across a broad range of topics such as contemporary tourism marketing understanding today's consumer and the importance of public relations and personal selling key industry changes are captured throughout the text Lessons from a Marketing Guru feature personal insights from real world practitioners and Digital Spotlights highlight the ways in which social media and the Internet have transformed tourism hospitality and events the world over These features are further enhanced by Marketing in Action case studies in each chapter that highlight the international realities of tourism hospitality and events marketing in practice These include Spiritual Tourism in Tamil Nadu India Social media listening at Marriott's headquarters in Hong Kong The Deer Hunt Festival in Winneba Ghana Music themed hotels in Prague Amsterdam Berlin and Mexico The promotion of Hawaii through film and television Dark Tourism in Vietnam The book is complemented by a companion website featuring a range of tools and resources for lecturers and students including PowerPoint slides an instructor manual a test bank of multiple choice questions and author curated video links to make the examples in each chapter come to life Ideal for undergraduate and postgraduate students looking for an introductory text to marketing for tourism hospitality and events

Business Development in Licensed Retailing Guy Lincoln, Conrad Lashley, 2012-05-31 Business Development in Licensed Retailing a unit manager's guide details the indispensable skills and techniques needed to manage units within licensed retail organisations in a flexible and entrepreneurial manner This book Forms the basis of a complete course for a unit manager's development Provides an overview of the range of skills needed for effective unit management Supports the development of techniques with examples from existing best practice and case examples from companies such as JD Wetherspoon's TGI Fridays and McDonald's amongst others Business Development in Licensed Retailing considers the functional management techniques required at unit management level covering recruitment human resource management operations service quality and customer relations financial measurement and analysis promotions and strategic planning The analysis systematically provides all the practical know how you need to produce of a comprehensive business plan for your unit Ending with a comprehensive case study that demonstrates all the aspects of business development working in a real life scenario the text is ideally suited for lecturers and management development personnel to use as a learning resource through which readers can apply the principles and techniques outlined

Innovations in Logistics and Supply Chain Management Technologies for Dynamic Economies Luo, ZongWei, 2012-03-31 This book disseminates supply chain management and applied logistic theories technology development innovation and transformation in various economy sectors upon current advancing technological opportunities and market imperatives Provided by publisher [Advanced Topics in Global Information Management, Volume 1](#) Tan, Felix B., 2001-07-01 Advanced Topics in Global Information Management includes original material concerned with all aspects of global information management in three broad areas Global Information Systems in Business Functions Information Technology in Specific Regions of the World Management of Global Information

Resources and Applications Both researchers and practitioners disseminate the evolving knowledge in these broad categories and the book examines a variety of aspects of global information management dealing with development usage failure success policies strategies and applications of this valuable organizational resources Managing Hospitality Organizations Robert C. Ford, Michael C. Sturman, 2019-01-02 A perfect book for any Hospitality program excellent instructor support and a good resource for students Denise A Braley Mitchell College Today's economy is dominated by the rapidly growing service sector Even businesses primarily selling goods are reinventing their image and positioning themselves as service providers Managing Hospitality Organizations Achieving Excellence in the Guest Experience takes students on a journey through the evolving service industry Each chapter focuses on a core principle of hospitality management and is packed with practical advice examples and cases from some of the best companies in the service sector Authors Robert C Ford and Michael C Sturman emphasize the critical importance of focusing on the guest and creating that unforgettable customer experience Whether your students will be managing a neighborhood caf a convention center or a high end resort hotel they will learn invaluable skills for managing the guest experience in today's ultracompetitive environment The Second Edition includes new coverage of technology sustainability sexual harassment diversity and inclusion and ethical leadership Give your students the SAGE edge SAGE edge offers a robust online environment featuring an impressive array of free tools and resources for review study and further exploration keeping both instructors and students on the cutting edge of teaching and learning

Critical Risks of Different Economic Sectors Dmitry Chernov, Didier Sornette, 2019-12-03 This book explores the major differences between the kinds of risk encountered in different sectors of industry production including agriculture and services and identifies the main features of accidents within different industries Because of these differences unique risk mitigation measures will need to be implemented in one industry that cannot be implemented in another leading to large managerial differences between these broad economic sectors Based on the analysis of more than 500 disasters accidents and incidents around 230 cases from the production sector and around 280 cases from the service sector the authors compare the risk response actions appropriate within different sectors and establish when and how it is possible to generalize the experience of dealing with risks in any given industry to a wider field of economic activity This book is mainly intended for executives strategists senior risk managers of enterprise wide organizations and risk management experts engaged in academic or consulting work By setting out clearly the sector differences in risk management the authors aim to improve the practice of general risk assessment with regard to identifying and prioritizing risks and of risk control with regard to planning appropriate mitigation measures The Satisfaction of Change Manlio Del Giudice, Maria Rosaria Della Peruta, 2016-11-04 This book analyzes the impact of the digital economy on customer satisfaction shopping experience resistance to change script theory and loyalty The model introduced assumes that online markets have led to a redefinition of the concepts of loyalty and shopping scripts as a way to reduce customers cognitive effort by optimizing purchase time and

increasing the speed and satisfaction of the shopping experience It describes the utility function of the script by retaining customer loyalty and making the customer more reluctant to abandon his regular supplier It also explores the difficulty faced by the higher churn rate on the Internet and the minimization of search costs by integrating more functionality to achieve the ultimate goal of behavioral and cognitive loyalty The authors provide an analysis in a digital view of the economic theory of switching costs and the resulting lock in mechanisms which in a classical economy are often a barrier to disloyalty It is a useful and effective tool for online businesses their main managerial and strategic implications and the adaptability to existing contexts Principles of Supply Chain Management Richard E. Crandall, William R. Crandall, Charlie C.

Chen, 2009-12-15 Going beyond the usual supply chain text Principles of Supply Chain Management not only details the individual components of the supply chain but also illustrates how the pieces must come together Providing the logic behind why supply chain management is essential the text examines how supply chains are evolving looks ahead to future developmen

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