



TENTH EDITION

Service Management

Operations, Strategy, Information Technology

Sanjeev Bordoloi - James Fitzsimmons - Mona Fitzsimmons



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Service Management Sanjeev Bordoloi, James A. Fitzsimmons, Mona J. Fitzsimmons, 2018-01-23 The ninth edition continues to acknowledge and emphasize the essential uniqueness of service management The text is organized in four parts Part One Understanding Services which provides a historical context as well as distinguishes the distinctive characteristics of service operations Part Two Designing the Service Enterprise which covers designing the service enterprise to support the competitive strategy Part Three Managing Service Operations that details topics such as Managing Capacity Demand and Waiting Lines and Service Supply Relationships and Part Four Quantitative Models for Service Management that addresses forecasting and managing service inventory

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Tang,2021-01-20 Service operations management in the tourism and hospitality industry requires a high level of coordination communication and facilitation to satisfy visitors In all of these activities service excellence means a lot to visitors in terms of their experience and to the business it means repeat customers and word of mouth marketing Based on fresh empirical evidence from the field this book captures the different approaches and challenges to service excellence in the Asian tourism and hospitality industry Focusing on hotels attractions transport providers and other segments in tourism and hospitality this book presents new case studies underlining and detailing global and local travel industry practices The book is meant as a reference and supplementary reading for students researchers and industry practitioners *Service Science in China*

Jiazhen Huo,Zhisheng Hong,2013-01-06 A service economy era is coming As the basic discipline of service dominant era service science mainly studies common rules of service activities aiming to provide theoretical bases for creating service value in the new era The book which integrates knowledge of service management operational management logistics and supply chain management constructs a research system for this emerging discipline Service science research system constitutes service philosophy resource allocation operational management and service technology Many cases about China s service enterprises are incorporated in the book in the hope of providing readers an insight into not only service science but also the development of China s service economy Service Science: Design For Scaling And Transformation Cheng K

Hsu,2009-02-17 Service science is an emerging field but many still consider it lacking in substance This book aims to change the situation by addressing the following questions What is the big story about service What are the main research problems in service What does a connected world mean Does service require a different kind of design science What will be the next waves of the Web How to support universal value co creation How to unite Cyberspace with physical space Is it feasible to connect information resources everywhere To answer these questions the book presents and substantiates a digital connections scaling DCS model complete with a population oriented design paradigm and a new class of microeconomic production functions to explain the paths of transformation into the future one of the most original results today Next the book analyzes new business designs on the Web and characterizes a service led revolution for the Knowledge Economy Thirdly it develops systems planning and design methods to help implement the DCS model at the level of Information and

Database Systems Business Strategy and Digitization Engineering thereby enhancing these fields Finally certain intriguing new applications especially smart highways and information supply chains are discussed *Foundations of Service Science* Jr. Harry Katzan, 2008 Most of us are users and providers of services In spite of the predominance of services in modern society we actually know very little about them no best practices no principles no theories This book provides information on services for people in business government and education If you want to have the competitive edge in your personal and professional life then it is imperative to understand service science Service in itself can be described as a client provider interaction that creates and captures value while a service system is defined as a structure of people and technology that adapts to the changing value of knowledge in the system Combined these two concepts form service science Harry Katzan managing editor of the prestigious Journal of Service Science and professor at a local university takes a closer look at this newly emerging scientific field for academics and practitioners alike in Service Science With an easy to understand format Katzan offers a comprehensive introduction to service science for people in business education and government Useful as a textbook and a professional guide this innovative study contains eight chapters that each end with a comprehensive summary a list of key words questions and additional selected readings In addition Harry Katzan Jr provides concrete examples and in depth discussion on such timely topics as Service concepts Service systems Information services Service management Service business Service technology Service science has been touted as the up and coming discipline for the twenty first century Learn more about this exciting field and change how you think and perceive your world with Service Science

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