

Managing Service as a Strategic Profit Center

Service is not just a mechanism for keeping customers happy.

Service can be a powerful strategy for penetrating
new markets, controlling existing markets,
and generating substantial revenues and profits.

This innovative guide will show you how to convert your
service operations into a strategic profit center.

Donald E. Blumberg

Managing Service As A Strategic Profit Center

**Des Bell, George Wilson, Philip
Mcbride, Nial Cairns**



Managing Service As A Strategic Profit Center:

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Managing Service as a Strategic Profit Center Donald F. Blumberg, 1991 In this ground breaking book Donald F Blumberg creates an entirely new framework for thinking about service strategically His sharp insights and easy to implement techniques clearly demonstrate how to transform the service component of any company into an essential profit center which will quickly become a highly profitable strategic line of business in its own right

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team how to measure progress towards total quality It is based upon the Management Charter Initiative's Occupational Standards for Management NVQs and SVQs at Levels 4-5 It is particularly suitable also for managers on Certificate and Diploma in Management programmes including those accredited by BTEC

Service strategy Great Britain. Office of Government Commerce, 2007-05-30 This volume provides guidance on how to design, develop and implement service management both as an organisational capability and a strategic asset It is a guide to a strategic review of ITIL based service management capabilities with the aim of improving their alignment with overall business needs It is written primarily for senior managers who provide leadership and direction in the form of objectives, plans and policies It also benefits managers at other levels by explaining the logic of senior management decisions

Tourist Customer Service Satisfaction Francis Noe, Muzaffer Uysal, Vincent Magnini, 2010-10-04 Customer satisfaction and loyalty in the tourism sector is highly dependent upon the behaviours of front line service providers Service is about people how they relate to one another fulfill each other's needs and ultimately care for each other Yet surprisingly there are few or any books which focus on the detailed specifics of the social exchange and interaction between the service provider and customer Tourist Customer Service Satisfaction fully explores this relationship by defining the specific kind of verbal and non verbal messages needed for successful exchanges outlining how the service provider ought to behave, cope in a situation as well as detailing positive approaches that enhance a service provider's role performance The book uses encounter theory to examine the customer-provider relationship as well as drawing on current research and theories from hospitality, tourism, management psychology bodies of literature In doing so the book offers important insight into how employee-centric competitive advantage in this sector can be achieved in various markets This book is unique in its approach by focusing on the specifics of the social exchange and interaction between the service provider and customer It therefore offers a novel synthesis of knowledge on service satisfaction in the tourism sector which will serve as valuable pedagogical and research reference for students and academics interested in hospitality and tourism

Handbook of Cross-Cultural Marketing Erdener Kaynak, Paul Herbig, 2014-04-08 Going global can be risky business if you don't divest yourself of your ethnocentric thinking You have to take into consideration your new market's language, work schedules, tastes, lifestyle choices and cultural associations and this is the book to help you do that Handbook of Cross Cultural Marketing shows you how to sensitize your marketing approaches to the cultural norms and taboos of other societies as well as the importance of demonstrating an interest in and appreciation of different cultures Designed to assist both American and foreign companies Handbook of Cross Cultural Marketing shows you how to increase your chance at success in international markets It identifies and explains ten important aspects of culture that are essential to cross cultural marketing to help you understand how underlying cultural beliefs govern the way marketing functions in different societies It also gives you specific steps for developing cultural adaptation strategies in international marketing To further your understanding of global marketing and fundamental marketing concepts this comprehensive book discusses real life

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