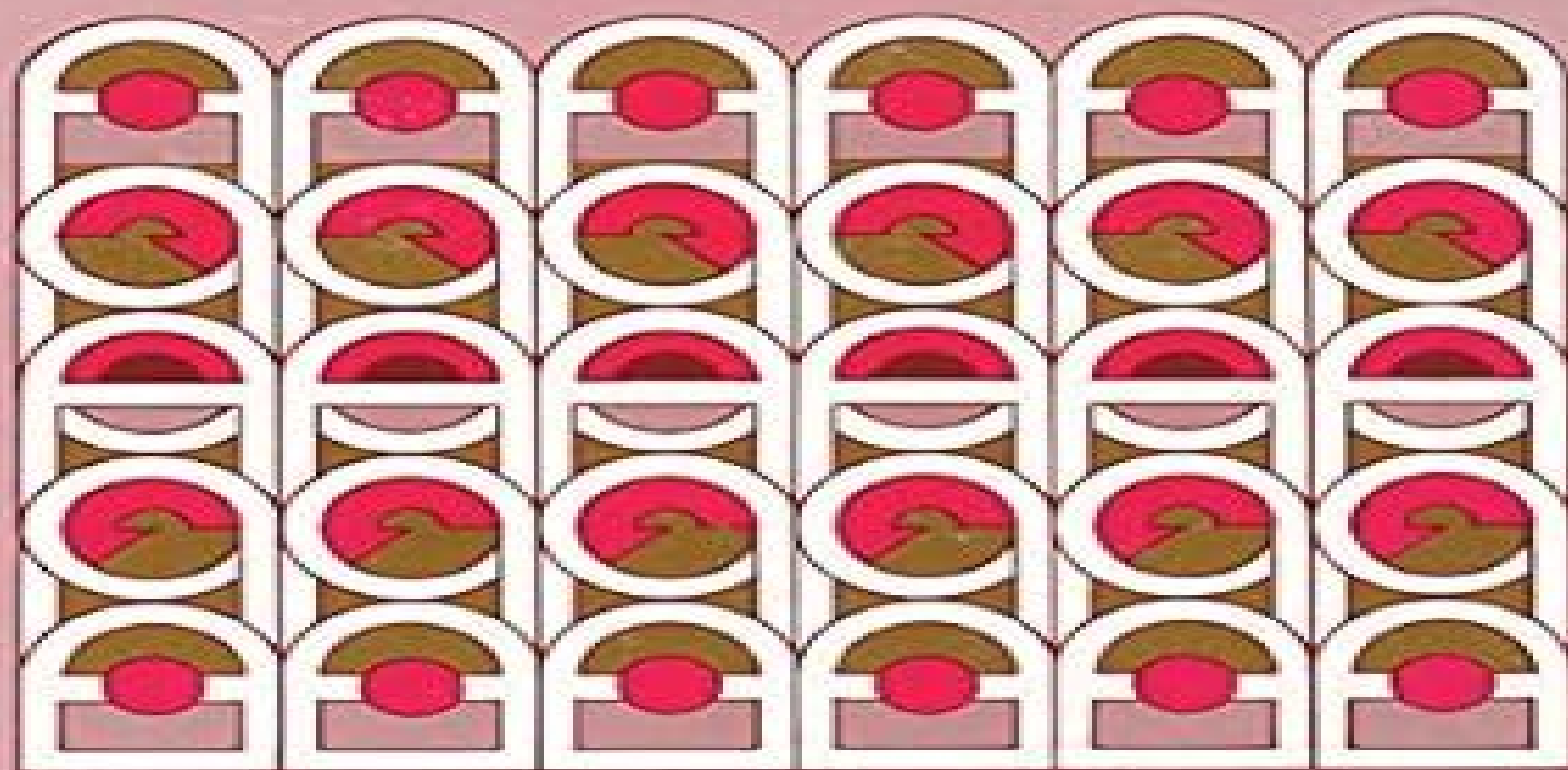


# Management of Service Operations

## Text, Cases, and Readings

W. Earl Sasser · R. Paul Olsen · D. Daryl Wyckoff



# Service Management Course Cases And Readings

**Manfred Bruhn, Bernd Stauss**



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*Dilemmas in Human Services Management* Raymond Sanchez Mayers, PhD, Federico Souflee, Jr., PhD, Dick J. Schoech, PhD, 1994-05-11 Drawing on their experience as teachers and social workers the authors introduce students to the complex skills necessary for effective management in human service administration In this textbook they present actual problems through concise case studies with study guide questions for discussion The illustrative case studies cover a broad range of situations and dilemmas that a human services student can expect to encounter as an administrator from sexual harassment to ethical concerns By focusing on human service agencies the authors fill a gap in social work literature for administration planning and management students **Journal of Applied Rehabilitation Counseling** ,1990 Monthly Checklist of State Publications Library of Congress. Exchange and Gift Division,1992 **Public Service Management** ,1907

*Whitaker's Books in Print* ,1990 **Government Reports Announcements & Index** ,1980 Management of Service Operations W. Earl Sasser, Richard Paul Olsen, D. Daryl Wyckoff, 1978 Textbook on operational management in the service sector presents case studies concerning service delivery systems in the USA and discussing business organization capacity management and management techniques for service operations Illustrations and statistical tables *Journal of Accountancy* ,1921 **The Lancet** ,1895 *Annual Catalogue of the University of Kansas* University of Kansas, 1970 Railroads; Cases and Selections Eliot Jones, Homer Bews Vanderblue, 1925 *Cornell Reading-courses* ,1917 Leadership Education Frank H. Freeman, Kristin M. Axtman, Mary K. Schwartz, 1998 This sourcebook contains descriptions of original leadership course syllabi and programs for use by educators student activity directors and others

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