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Customer Service for Hospitality and Tourism Simon Hudson, Louise Hudson, 2012-11-02 Customer service is of critical importance for the tourism and hospitality sector now more than ever before as customers are looking to increase value for money and are less forgiving of mediocre service. However, despite its importance, quality customer service is the exception rather than the norm in many parts of the world. *Customer Service for Hospitality and Tourism* is a unique text and vital to both students and practitioners as it explains not only the theory behind the importance of customer service but also acts as a guidebook for those wishing to put this theory into practice. In essence, it is the whys and hows of customer service. It is easy to read, very current, and full of references to all the latest research from both academic and practitioner literature. Chapters cover important topics such as the financial and behavioural consequences of customer service, consumer trends influencing service development, and maintaining a service culture. Managing service encounters, the importance of market research, building and maintaining customer relationships, providing customer service through the servicescape, the impact of technology on customer service, the importance of service recovery, and promoting customer service internally and externally. Key features include 'An At Your Service' Spotlight at the beginning of each chapter, focusing on the achievements of successful individuals related to the art of customer service. Each chapter contains a Service Snapshot, short real-life cases to illustrate a particular concept or theoretical principle presented in the chapter. Detailed international Case Studies which cover a variety of sectors, organizations, and regions designed to foster critical thinking. The cases illustrate actual business scenarios that stress several concepts found in the chapter. They analyze customer service in the U.S., South America, South Africa, Europe, Russia, Australia, China, Canada, Korea, and Dubai. *Kiplinger's Personal Finance*, 1991-08 The most trustworthy source of information available today on savings and investments, taxes, money management, home ownership, and many other personal finance topics. **The Quality Audit for ISO 9001:2000** David Wealleans, 2017-03-02 Since the publication of the first edition of this book in 2000, the revised ISO 9001 standard has been implemented and is being used widely. While the basic premise of the original book is still sound, the reality of auditing the new standard has shown up various areas which require refinement. This new edition addresses that need. It remains a pragmatic guide covering all aspects of auditing, including certification, assessment, supplier investigation, and internal audit, enabling auditors to appreciate the approaches adopted by those working in related areas. With its detailed analysis of the requirements of ISO 9001:2000, this book will also be of interest to all those involved in implementing certified quality management systems as well as the auditors who are required to examine those systems. A down-to-earth approach is taken throughout. *The Quality Audit for ISO 9001:2000* avoiding the impractical and nit-picking methods which have so often characterized quality management audits, making it an invaluable source of realistic advice. It demonstrates how to produce real benefits from an audit programme rather than simply guaranteeing compliance to a documented system. Everyone who sees audits as a useful tool for business improvement

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