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Marketing: Concepts and Strategies, 5th Edition. Abingdon, UK: Houghton Mifflin, p. 850. URL: <http://www.dibbmarketing.com/info.htm>. Abstract. Throughout the 1980's Bill Pride and OC Ferrell's text led the way in the USA, with full colour design and cutting edge supplements for tutors. In the UK and Europe, tutors mainly used Kotler's or McCarthy's books.

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About This Product Hoffman and Bateson's SERVICES MARKETING: CONCEPTS, STRATEGIES, AND CASES, 5th Edition explores services marketing not only as an essential focus for service firms, but also as a competitive advantage for companies that market tangible products.

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(A) it increases opportunities for coercive influence strategies used by the service provider. (B) the service provider is not under the direct supervision of a manager. (C) the customer's participation voids any guarantees. (D) of the time lapse between participation and results. (E) of increased search attributes. Answer : (A) 23.

CHAPTER 2 THE SERVICES SECTOR SUPERSECTORS AND ETHICAL ...

Part I: Marketing Defined and Marketing in Context: 1. The marketing concept 2. Marketing strategy and understanding competitors 3. The marketing environment 4. Marketing in international markets and globalization Part II: Understanding and Targeting Customers: 5. Consumer buying behaviour 6. Business markets and business buying behaviour 7.

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