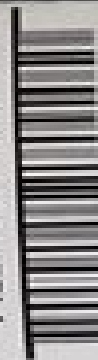


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Ticket touting Great Britain: Parliament: House of Commons: Culture, Media and Sport Committee, 2008-01-10 Surveys the whole ticket market attitudes to secondary selling the scale of the secondary market legislation relevant to secondary selling and what the industries have done to tackle touting The Committee agrees with the Department for Culture Media and Sport that regulatory intervention should only be introduced as a last resort

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 developing 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

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National Library of Medicine (U.S.), National Library of Medicine (U.S.), 2010 **Japan Update**, 1989 *City of Chicago V. StubHub, Inc*, 2010 First Stop for Jobs and Industries Jennifer A. Dupuis, 1999-11 Profiles over 1000 industries and 500 occupations and provides reviews of the top companies **Network World**, 2000-05-08 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce **Social Service Monographs**, 1929 *The Problem and Practice Arithmetics ...* David Eugene Smith, Eva May Luse, Edward Longworth Morss, 1929 *Casino Journal*, 2006 **Teachers' Manual to Accompany the Problem and Practice Arithmetics** David Eugene Smith, Eva May Luse, Edward Longworth Morss, 1929 Electric Railway Service, 1919 *Business Week*, 2007 *Indian Gaming*, 2004 Report New York State Thruway Authority, 1992 Includes annual and interim reports IEG Sponsorship Sourcebook, 1995

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