

Marketing De Servicios Marcos Cobra Pdf

Valarie A. Zeithaml

Marketing de servicios Marcos Henrique Nogueira Cobra, Flavio Arnaldo Zwarg, 1991

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Gestión del marketing de servicios, La Héctor Bajac, 2003 En La gestión del marketing de servicios; Fernández y Bajac han logrado algo destacable e inusual: su libro constituye una valiosa herramienta de aprendizaje tanto para un público puramente académico; como para el segmento profesional. Los autores presentan el tema en una estructura conceptual sólida; y lo desarrollan en forma lógica y sistemática. Mediante una buena base teórica; los ejemplos ofrecidos y la organización que eligieron darle al material; Fernández y Bajac han logrado que tanto el estudiante de marketing; como operadores de nivel gerencial encuentren aquí un importante recurso aplicable a la prestación de servicios. La correcta y clara identificación de las variables a tener en cuenta; y el grado de análisis que los autores presentan contribuyen a que este libro sea absolutamente recomendable para toda biblioteca académica y/o empresarial.

Estratégias de marketing de serviços Marcos Cobra, 2001

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Marketing de Servicios Juan Carlos Camacho Castellanos, 2011-07 La calidez humana en el servicio se ha perdido, la atención personalizada es cada vez más difícil en el mundo agresivo y agitado de hoy. El cliente es solo un número más en la caja registradora y no una persona que requiere de la adecuada atención a sus necesidades, a sus sentimientos y al respeto que merece como motor integral del desarrollo empresarial. El cliente externo es el reflejo del cliente interno. Empresas exitosas en la atención al cliente reflejan la calidad de su atención en el desarrollo de valores e internalización de sus empleados en estos principios, respeto y solidaridad, pero también en una profunda vocación de servicio de todos los integrantes de la organización. Como reza la política de las empresas Disney: Nuestros clientes son nuestros invitados.

Serviços ao cliente Alexandre Rangel, Marcos Cobra, 1992

Marketing de servicios Valarie A. Zeithaml, 2009-05-06

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Marketing de Servicios Destinados a Las Empresas Jaume Viñals Rioja,1999

Fundamentos de marketing de servicios K. Douglas Hoffman, John E. G. Bateson, 2002-01 El principal objetivo de los autores es que el lector tome conciencia sobre los problemas específicos que hay en todo tipo de servicio al cliente. La manera de exponer los temas permite flexibilidad al profesor para complementar la obra con materiales pro

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Servicios de información de marketing interactivo Marcos Gómez Jiménez, Carolina Consolación, 2000

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