

# Customer behavior analysis: A guide



# Customer Behaviour Infotrac

**S Ben Porath**



## **Customer Behaviour Infotrac:**

**Fulltext Sources Online**, 2007 Tourist Behaviour Philip L. Pearce, 2005-09-27 Tourism is an inherently social phenomenon Tourists travel with others and experience places and cultures through interacting with both familiar and unfamiliar others This volume presents a thorough tour of the social psychological processes which underpin contemporary travel The fascinating phenomenon of tourist behaviour deals with topics such as motivation destination choice travellers on site experiences satisfaction and learning This book uses an array of developing and recently constructed conceptual frameworks to both synthesise what is established and to create new insights and directions for further analysis and ultimately management action *Business Research for Decision Making with InfoTrac* Duane L. Davis, 1998-08 This text covers the entire process of business and marketing research It contains up to date references to on line and electronic sources The author emphasizes modern software use and decision making **Selling James Bond** Tanya Nitins, 2011-08-08 The character of James Bond for many people is intrinsically linked in their minds with particular brands Aston Martin Bollinger Omega Smirnoff vodka and so on This direct association between character and brand highlights the intrinsic role of product placement in the film industry and in the James Bond films in particular *Selling James Bond Product Placement in the James Bond Films* provides a comprehensive overview of the history of product placement in the James Bond series charting the progression of the practice and drawing direct correlations to significant cultural and historical events that impacted upon the number and types of products incorporated into the series While primarily a financial arrangement it is also important that the practice of product placement be examined and understood in relation to these cultural contexts an area of research so far largely ignored by academic study Through extensive content analysis of the official James Bond film series as well as utilising directors commentary and industry reports this book illustrates the strong impact specific cultural and historical events have had on the practice of product placement in the series In doing so it provides an exciting and in depth behind the scenes look at the James Bond film series and its complicated and sometimes contentious history of product placement In the process it charts the gradual emergence of product placement from the more traditional background shot to becoming so embedded in the actual film narrative that they have become simply yet another method for filmmakers to produce cultural meaning Management and Organizational Behavior Jon Lepley Pierce, Donald G. Gardner, Randall B. Dunham, 2001 *Management and Organizational Behavior An Integrated Perspective* blends the traditional management and organizational behavior topics by presenting the technical aspects of management and managerial practice as well as its social psychological and behavior consequences The authors present an integrative model that positions Management philosophy as a force which shapes the practice of management and organization design both of which impact and explain organizational behavior The text emphasizes that to be a strategic manager there must be an understanding of the organization management process individuals as members and the deep interrelationship between all these areas *Loyalty*

*Management in the Airline Industry* Ben Beiske, 2002-05-29 Inhaltsangabe Abstract This report will demonstrate the importance of Loyalty Management in the competitive environment of the airline industry and will show that a successful approach to Loyalty Management consists of three different interlinked aspects These three pillars are Customer Service Frequent Flyer Programs and Complaint Management their interdependence will be analysed in depth with special attention given to the perceived importance of Frequent Flyer Programs Findings from a detailed literature review and a survey show that customers do indeed perceive these issues as vital with regards to their loyalty towards a particular airline It was found that Customer Service can be regarded as the foundation for Loyalty Management it can help an airline to gain competitive advantage by setting it apart from its competitors Frequent Flyer Programs if implemented and run properly can provide the customer with added value As such they compliment Customer Service and can help to increase overall loyalty Additionally Complaint Management was found to be gaining importance among airlines The number of complaints was shown to be rising gradually stressing the growing significance of efficient Complaint Management and its strong after effect on customer loyalty Inhaltsverzeichnis Table of Contents 1 INTRODUCTION6 1 1AIM AND OBJECTIVES OF THE REPORT7 1 2TERMINOLOGY9 1 3BACKGROUND INFORMATION LOYALTY MANAGEMENT9 1 3 1DEFINITIONS9 1 3 2TRADITIONAL MARKETING AND LOYALTY MANAGEMENT10 1 3 3IMPORTANCE OF LOYALTY MANAGEMENT12 1 4CHARACTERISTICS OF THE AIRLINE MARKET13 1 4 1AIRLINE INDUSTRY ANALYSIS STEEPLE13 1 4 1 1Social13 1 4 1 2Technological14 1 4 1 3Economical14 1 4 1 4Environmental14 1 4 1 5Political15 1 4 1 6Legal15 1 4 1 7Ethical15 1 4 2CONSOLIDATION IN PRACTICE BRITISH AIRWAYS16 1 4 2 1British Airways and KLM16 1 4 2 2British Airways and American Airlines18 1 4 3THE CURRENT AIRLINE SITUATION19 2 LITERATURE REVIEW22 2 1CUSTOMER SERVICE22 2 1 1BACKGROUND INFORMATION23 2 1 1 1Singapore Airlines23 2 1 2REVELATION OF DISSATISFACTION24 2 1 3EMPLOYEES25 2 1 4COMMUNICATION25 2 1 5THE CUSTOMER26 2 1 5 1Customer Requirements26 2 1 6SERVICE QUALITY27 2 1 6 1Quality and Retaining Customers28 2 1 7ORIENTATION OF COMPANY29 2 1 8CONCLUSION CUSTOMER SERVICE29 2 2FREQUENT FLYER PROGRAMS31 2 2 1BACKGROUND INFORMATION31 2 2 1 1Statistics Frequent Flyer Programs32 2 2 2CRITICAL SUCCESS FACTORS *Understanding Child Behavior Disorders* Donna M. Gelfand, Clifford J. Drew, 2003 This book will of interest to both social workers and psychologists as it assists professionals to understand child behaviour It provides a comprehensive information on child development and child psychology This revised edition has been updated *InfoTrac College Edition Workbook for Crooks and Baur's Our Sexuality, Ninth Edition* Marlene Paz Galupo, Karla Baur, 2005 This free guide contains student homework assignments that make good use of Info Trac our free online database of over 4 000 journals Journals include AIDS Weekly Archives of Sexual Behavior Sexuality and Culture Sex Roles Gender Issues and many more Assignments include class debates that teachers can assign Includes a quick start to Info Trac that explains how to get started using the database **Biology** Cecie Starr, 2006 Accompanying CD ROM covers topics in the

same order as the text with a quiz and flashcards for each chapter as well as hundreds of animations interactive sequences and movies and a link to the publisher s biology website

**World Databases in Management** C. J. Armstrong,1995  
Subject coverage general administration management consumerism economics marketing PR advertising *Forthcoming Books* Rose Army,1999-08

**Subject Guide to Books in Print** ,2001 *Psychology* James S. Nairne,2002-07 The new edition of James Nairne s highly respected text offers all the content pedagogy and visual appeal that professors and students have come to expect from a successful introductory psychology text The third edition offers a comprehensive look at how psychology works in our everyday lives This practical motivating text presents the standard subjects covered in an introductory course but connects them in a way that adds meaning and consistency to students study of psychology How does he do this By introducing students to the adaptive mind a theme based on the fact that our thoughts and actions stem from our need to adapt to our surroundings This unique framework supports practical applications and helps students understand how we use psychology to deal with everyday challenges Nairne emphasizes the ways particular behaviors thought processes and emotions help us solve problems from memorizing a telephone number to ducking under cover as a building begins to shake to producing a quick physical response in the face of traffic hazards Beneath the innovative approach you ll find ample coverage of all the traditional topics around which you build your course

**Diplomatic and Consular Year Book** ,1985 **Library & Information Science Abstracts** ,2005 **Documentation Abstracts** ,2000

World Databases in Industry C. J. Armstrong,1995 Subject coverage general business information trade newsletters state news services newspapers devoted solely to business industry

*Introduction to Psychology* Dennis Coon,1998-08 In this revitalized redesigned and thoroughly updated Eighth Edition of his best selling text Dennis Coon once again presents psychology in a way readers will find fascinating relevant and above all accessible Professors and readers alike have found Coon s text not only interesting and easy to read but exceptionally easy to learn from Built into every chapter are a number of features that help readers grasp major concepts develop a broad understanding of psychology s diversity and see for themselves how psychology relates to the practical problems of everyday life Professors and readers appreciate the way that Dennis Coon speaks to his them His delight in the subject matter of psychology and in his own readers curiosity insights imagination and interest is apparent on every page While Coon reports the latest research the latest controversies and the key scientific content important to the course he does so with a sense of humor and an awareness of readers learning needs that set his book apart from any other in the field In a course where professors are frequently confronted by readers who haven t actually read their textbooks Coon s text offers a solution Coon effectively presents an approach that involves readers and gets them hooked on psychology and eager to read on Because readers become actively involved with the material they develop a basic understanding of psychology that they take with them into their future courses and careers Dennis Coon was the first textbook author to make effective use of cognitive principles to teach psychology by building each chapter around

the SQ3R study reading formula survey question read recite and review Because SQ3R has been a part of the underlying structure of the text from its inception this proven method works better in Coon s text than in any of the many texts that have emerged over the years that have incorporated the SQ3R structure as and add on Media Asia ,2005 **Industrial Relations** ,1993

## **Customer Behaviour Infotrac** Book Review: Unveiling the Power of Words

In a global driven by information and connectivity, the ability of words has are more evident than ever. They have the capacity to inspire, provoke, and ignite change. Such may be the essence of the book **Customer Behaviour Infotrac**, a literary masterpiece that delves deep in to the significance of words and their effect on our lives. Compiled by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book is key themes, examine its writing style, and analyze its overall effect on readers.

[https://kmsbrunchlive.gobrunch.com/public/scholarship/Download\\_PDFS/biology%20hl%20paper%20jeromeibbiology.pdf](https://kmsbrunchlive.gobrunch.com/public/scholarship/Download_PDFS/biology%20hl%20paper%20jeromeibbiology.pdf)

### **Table of Contents Customer Behaviour Infotrac**

1. Understanding the eBook Customer Behaviour Infotrac
  - The Rise of Digital Reading Customer Behaviour Infotrac
  - Advantages of eBooks Over Traditional Books
2. Identifying Customer Behaviour Infotrac
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Customer Behaviour Infotrac
  - User-Friendly Interface
4. Exploring eBook Recommendations from Customer Behaviour Infotrac
  - Personalized Recommendations
  - Customer Behaviour Infotrac User Reviews and Ratings
  - Customer Behaviour Infotrac and Bestseller Lists

5. Accessing Customer Behaviour Infotrac Free and Paid eBooks
  - Customer Behaviour Infotrac Public Domain eBooks
  - Customer Behaviour Infotrac eBook Subscription Services
  - Customer Behaviour Infotrac Budget-Friendly Options
6. Navigating Customer Behaviour Infotrac eBook Formats
  - ePub, PDF, MOBI, and More
  - Customer Behaviour Infotrac Compatibility with Devices
  - Customer Behaviour Infotrac Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Customer Behaviour Infotrac
  - Highlighting and Note-Taking Customer Behaviour Infotrac
  - Interactive Elements Customer Behaviour Infotrac
8. Staying Engaged with Customer Behaviour Infotrac
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Customer Behaviour Infotrac
9. Balancing eBooks and Physical Books Customer Behaviour Infotrac
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Customer Behaviour Infotrac
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Customer Behaviour Infotrac
  - Setting Reading Goals Customer Behaviour Infotrac
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Customer Behaviour Infotrac
  - Fact-Checking eBook Content of Customer Behaviour Infotrac
  - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
14. Embracing eBook Trends
- Integration of Multimedia Elements
  - Interactive and Gamified eBooks

### **Customer Behaviour Infotrac Introduction**

Free PDF Books and Manuals for Download: Unlocking Knowledge at Your Fingertips In today's fast-paced digital age, obtaining valuable knowledge has become easier than ever. Thanks to the internet, a vast array of books and manuals are now available for free download in PDF format. Whether you are a student, professional, or simply an avid reader, this treasure trove of downloadable resources offers a wealth of information, conveniently accessible anytime, anywhere. The advent of online libraries and platforms dedicated to sharing knowledge has revolutionized the way we consume information. No longer confined to physical libraries or bookstores, readers can now access an extensive collection of digital books and manuals with just a few clicks. These resources, available in PDF, Microsoft Word, and PowerPoint formats, cater to a wide range of interests, including literature, technology, science, history, and much more. One notable platform where you can explore and download free Customer Behaviour Infotrac PDF books and manuals is the internet's largest free library. Hosted online, this catalog compiles a vast assortment of documents, making it a veritable goldmine of knowledge. With its easy-to-use website interface and customizable PDF generator, this platform offers a user-friendly experience, allowing individuals to effortlessly navigate and access the information they seek. The availability of free PDF books and manuals on this platform demonstrates its commitment to democratizing education and empowering individuals with the tools needed to succeed in their chosen fields. It allows anyone, regardless of their background or financial limitations, to expand their horizons and gain insights from experts in various disciplines. One of the most significant advantages of downloading PDF books and manuals lies in their portability. Unlike physical copies, digital books can be stored and carried on a single device, such as a tablet or smartphone, saving valuable space and weight. This convenience makes it possible for readers to have their entire library at their fingertips, whether they are commuting, traveling, or simply enjoying a lazy afternoon at home. Additionally, digital files are easily searchable, enabling readers to locate specific information within seconds. With a few keystrokes, users can search for keywords, topics, or phrases, making research and finding relevant information a breeze. This efficiency saves time and effort, streamlining the learning process and allowing individuals to focus on extracting the information they need. Furthermore, the availability of free PDF books and manuals fosters a culture of continuous learning. By removing financial barriers, more people can access educational resources and pursue lifelong learning, contributing to personal

growth and professional development. This democratization of knowledge promotes intellectual curiosity and empowers individuals to become lifelong learners, promoting progress and innovation in various fields. It is worth noting that while accessing free Customer Behaviour Infotrac PDF books and manuals is convenient and cost-effective, it is vital to respect copyright laws and intellectual property rights. Platforms offering free downloads often operate within legal boundaries, ensuring that the materials they provide are either in the public domain or authorized for distribution. By adhering to copyright laws, users can enjoy the benefits of free access to knowledge while supporting the authors and publishers who make these resources available. In conclusion, the availability of Customer Behaviour Infotrac free PDF books and manuals for download has revolutionized the way we access and consume knowledge. With just a few clicks, individuals can explore a vast collection of resources across different disciplines, all free of charge. This accessibility empowers individuals to become lifelong learners, contributing to personal growth, professional development, and the advancement of society as a whole. So why not unlock a world of knowledge today? Start exploring the vast sea of free PDF books and manuals waiting to be discovered right at your fingertips.

### **FAQs About Customer Behaviour Infotrac Books**

1. Where can I buy Customer Behaviour Infotrac books? Bookstores: Physical bookstores like Barnes & Noble, Waterstones, and independent local stores. Online Retailers: Amazon, Book Depository, and various online bookstores offer a wide range of books in physical and digital formats.
2. What are the different book formats available? Hardcover: Sturdy and durable, usually more expensive. Paperback: Cheaper, lighter, and more portable than hardcovers. E-books: Digital books available for e-readers like Kindle or software like Apple Books, Kindle, and Google Play Books.
3. How do I choose a Customer Behaviour Infotrac book to read? Genres: Consider the genre you enjoy (fiction, non-fiction, mystery, sci-fi, etc.). Recommendations: Ask friends, join book clubs, or explore online reviews and recommendations. Author: If you like a particular author, you might enjoy more of their work.
4. How do I take care of Customer Behaviour Infotrac books? Storage: Keep them away from direct sunlight and in a dry environment. Handling: Avoid folding pages, use bookmarks, and handle them with clean hands. Cleaning: Gently dust the covers and pages occasionally.
5. Can I borrow books without buying them? Public Libraries: Local libraries offer a wide range of books for borrowing. Book Swaps: Community book exchanges or online platforms where people exchange books.

6. How can I track my reading progress or manage my book collection? Book Tracking Apps: Goodreads, LibraryThing, and Book Catalogue are popular apps for tracking your reading progress and managing book collections. Spreadsheets: You can create your own spreadsheet to track books read, ratings, and other details.
7. What are Customer Behaviour Infotrac audiobooks, and where can I find them? Audiobooks: Audio recordings of books, perfect for listening while commuting or multitasking. Platforms: Audible, LibriVox, and Google Play Books offer a wide selection of audiobooks.
8. How do I support authors or the book industry? Buy Books: Purchase books from authors or independent bookstores. Reviews: Leave reviews on platforms like Goodreads or Amazon. Promotion: Share your favorite books on social media or recommend them to friends.
9. Are there book clubs or reading communities I can join? Local Clubs: Check for local book clubs in libraries or community centers. Online Communities: Platforms like Goodreads have virtual book clubs and discussion groups.
10. Can I read Customer Behaviour Infotrac books for free? Public Domain Books: Many classic books are available for free as they're in the public domain. Free E-books: Some websites offer free e-books legally, like Project Gutenberg or Open Library.

### Find Customer Behaviour Infotrac :

[biology hl paper jeromeibbiology](#)

[bosch alternator external regulator wiring diagram](#)

[6 hp johnson manual](#)

**science review and reinforced section 16 1**

[biology hl paper jeromeibbiology](#)

[1999 yamaha big bear 350 2x4 service manual](#)

**97 mitsubishi montero repair manual**

[aban offshore limited iran map road](#)

*advanced potlimit omaha small ball and shorthanded play english edition*

[upng acceptance list 2015](#)

[2001 volkswagen jetta wolfsburg edition repair manual](#)

**methode bourse en ligne forex et option binaire**

[exposition of second timothy](#)

**trane ysc036 manual**2014 exemplar grade 12 sesotho**Customer Behaviour Infotrac :**

The Developing Human: Clinically Oriented... by ... The Developing Human: Clinically Oriented Embryology with Student Consult Online Access, 9th Edition. 9th Edition. ISBN-13: 978-1437720020, ISBN-10 ... Clinically Oriented Embryology, 9e - 1st Edition Written by some of the world's most famous anatomists, it presents week-by-week and stage-by-stage views of how fetal organs and systems develop, why and when ... The Developing Human : Clinically Oriented Embryology Edition: 9th Edition. ... Synopsis: The Developing Human: Clinically Oriented Embryology, by Drs. Keith L. Moore, T.V.N. Persaud, and Mark G. Torchia, delivers ... The Developing Human: Clinically Oriented Embryology ... The Developing Human · Clinically Oriented Embryology with Student Consult Online Access, 9th Edition ; Published by Saunders, 2011 ; Shipping: US\$ 3.99. Within ... Developing Human: Clinically Oriented Embryology 9th ... Developing Human: Clinically Oriented Embryology 9th Edition is written by Keith L. Moore, T.V.N. Persaud, Mark G. Torchia and published by W.B. Saunders ... The Developing Human: Clinically Oriented Embryology Edition, 9, illustrated, reprint ; Publisher, Saunders/Elsevier, 2013 ; ISBN, 1437720021, 9781437720020 ; Length, 540 pages ; Subjects. Medical. > Embryology. The Developing Human - 9780323611541 - Elsevier Health Extensively revised to incorporate recent research and current clinical practice, The Developing Human: Clinically Oriented Embryology, 11th Edition, covers ... The developing human : clinically oriented embryology Edition: 9th ed View all formats and editions. Publisher: Saunders/Elsevier, Philadelphia, PA, 2013. Physical Description: 1 online resource (xix, 540 pages) ... The Developing Human | Get Textbooks The Developing Human(9th Edition) Clinically Oriented Embryology with Student Consult Online Access, by Keith L. Moore, Mark G. Torchia, Moore Persaud, Et ... The Developing Human Clinically Oriented Embryology by ... The Developing Human Clinically Oriented Embryology by Keith L. Moore, T. V. N. Persaud, Mark G. Torchia [Saunders,2011] (Paperback) 9th Edition. Keith L. Moore. 1994 Oldsmobile Cutlass Supreme - Owner's Manual This will help you learn about the features and controls for your vehicle. In this manual, you'll find that pictures and words work together to explain things ... 1994 OLDSMOBILE CUTLASS CIERA 3.1L V6 Owners ... RockAuto ships auto parts and body parts from over 300 manufacturers to customers' doors worldwide, all at warehouse prices. Easy to use parts catalog. 1994 Oldsmobile Cutlass Ciera Owners Manual ASIN, B000W1X7VG. Publisher, General Motors (January 1, 1993). Paperback, 0 pages. Item Weight, 9.6 ounces. Best Sellers Rank. 1994 OLDSMOBILE CUTLASS/CIERA CRUISER ... - eBay 1994 OLDSMOBILE CUTLASS/CIERA CRUISER OWNER'S MANUAL ; Year of Publication. 1999 ; Make. Case ; Accurate description. 4.8 ; Reasonable shipping cost. 4.6 ; Shipping ... Oldsmobile Owner's Manual 1994 Cutlass Ciera ... Find many great new & used options and get the best deals for Oldsmobile

Owner's Manual 1994 Cutlass Ciera/Cutlass Cruiser OEM at the best online prices at ... 1994 Oldsmobile Cutlass Ciera Owners Manual Book ... 1994 Oldsmobile Cutlass Ciera Owners Manual Book Guide OEM Used Auto Parts. SKU:233852. In stock. We have 1 in stock. Regular price \$ 17.15 Sale. 1994 Oldsmobile Cutlass Ciera - Repair Manual - General A repair manual is a useful tool when maintaining your car. Repair manuals index information like descriptions, diagrams, and service and part replacement ... Oldsmobile Cutlass Ciera Service, Shop & Owner's Manuals Shop for Oldsmobile Cutlass Ciera service manuals, owner's manuals and shop manuals - perfect for repair & maintenance of your Cutlass Ciera. 1994 Oldsmobile Cutlass Ciera Repair Manual Online Factory-Authorized Online 1994 Oldsmobile Cutlass Ciera Repair Manual · Step-by-step factory recommended repair instructions. · Thousands of illustrations and ... Oldsmobile Cutlass Supreme 1994 Owner's Manual View and Download Oldsmobile Cutlass Supreme 1994 owner's manual online. Cutlass Supreme 1994 automobile pdf manual download. Earth Science, Teacher's Edition: Edward J. Tarbuck ... Earth Science Workbook. PRENTICE HALL. 4.1 out of 5 stars 32. Paperback. 23 offers ... Prentice Hall Earth Science. Edward J. Tarbuck. Prentice Hall: Earth Science - TEACHER'S EDITION Book details ; Print length. 804 pages ; Language. English ; Publisher. Pearson Prentice Hall ; Publication date. January 1, 2006 ; ISBN-10. 0131905643. Prentice Hall Earth Science: Guided Reading and Study ... Prentice Hall Earth Science: Guided Reading and Study Workbook, Level A, Teacher's Edition. by Pearson Education. No reviews. Choose a condition: About our ... earth science teachers edition prentice hall Exploring Earth Science: Teacher's Edition: Prentice Hall by Johnson Hopkins and a great selection of related books, art and collectibles available now at ... Prentice Hall Earth Science for sale Prentice Hall Earth Science Guided Reading and Study Workbook Student Edition... Pre-Owned. Prentice Hall Earth Science: Guided Reading and Study ... Prentice Hall Earth Science: Guided Reading and Study Workbook, Level A, Teacher's Edition by Education, Pearson - ISBN 10: 0133627624 - ISBN 13: ... Prentice Hall Earth Science: Guided Reading and Study ... 2007 Prentice Hall Earth Science -- [Differentiated Instruction / Tools for All Learners] Guided Reading and Study Workbook Teacher's Edition (TE)(P) \*\*\*Key ... Prentice Hall Earth Science: Guided Reading and Study ... Prentice Hall Earth Science: Guided Reading and Study Workbook, Level A, Teacher's Edition 0133627624 9780133627626 - New. USD\$65.94. Prentice Hall Earth Science: Guided Reading and Study ... Prentice Hall Earth Science: Guided Reading and Study Workbook, Level A, Teacher's Edition by Pearson Education isbn: 0133627624. isbn13: 9780133627626. Prentice Hall Earth Science: Guided Reading and Study ... Prentice Hall Earth Science: Guided Reading and Study Workbook, Level A, Teacher's Edition ; ISBN-13: 9780133627626 ; ISBN-10: 0133627624 ; Publication date: 2007.