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*— Benchmarking
Customer Perceptions
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A PRACTICAL GUIDE TO SOUNDING BETTER

Delivering Quality Service Balancing Customer Perceptions And Expectations

Michal Rosen-Zvi



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Self-Portraits: Introspections, Reflections, and Glimpses from the Experts Raymond P. Fisk, Stephen J. Grove, Joby John, 2012-03-15

Customer Service Edge Gopal K. Gureja, 2025-07-30 It is no longer a matter of debate that the largest and fastest growing firms in the world today are those that concentrate on delivering high degree of customer satisfaction That explains why more and more companies are adopting customer First policy as part of the company s operations However according to IDC White Paper 2022 authored by Alan Webber Most companies remain painfully unaware of the gap between the experience they believe they are providing and the experience the customer actually receives This phenomenon is not new But if the companies expect to remain relevant and competitive they have to act post haste to find and close the gaps Customer Service Edge based on the findings of targeted empirical research involving 200 respondents is meant not only to help the companies find and fill the current gaps but also to ensure that policy and practice stay aligned for consistency of operations The substance of the book is derived from the candid VOICES of people in different functions and at different levels of the company hierarchy involved in faithful execution of explicit and implicit commitments made by the company Hence they provide a composite picture of why misalignment occurs between policy and practice and how to correct the distortions The book makes out a spirited case for the business leaders to sit up and consciously exercise the rigour of disciplined thought and action across the organisation

Sports Management as an Emerging Economic Activity Marta Peris-Ortiz, José Álvarez-García, María de la Cruz Del Río-Rama, 2017-10-05 This book examines the sports industry as a broad business and economic sector with an enormous influence on regional economic development Covering topics such as sports economics financing sports organizations sustainability management in sports sports tourism and doping among athletes this book provides a timely collection of research and best practices in the areas of sports management and policy Sports activity is a rapidly growing and evolving industry offering numerous business opportunities from the manufacturing of sporting equipment and activity at gyms and sports centers to revenue from sporting events and sport tourism In order for the varied businesses across the sport industry whether public or private to be successful proper management strategies and policies must be in place This includes the knowledge of the industry strategic planning sector analysis quality management and sustainable economic and environmental use of resources Featuring case examples from several countries including Spain Turkey Uruguay Portugal and Italy this volume provides international perspectives on a wide spectrum of managerial issues across this dynamic industry

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