



Contact: Customer Service In The Hospitality And Tourism Industry

By Donald M. Davidoff

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Useful for courses in sales and marketing in hospitality/travel, tourism, and customer service, this book discusses what employees in service business should and should not do when interacting with customers. It considers service from the perspective of those who deliver service and provides examples from the hospitality and tourism industries.

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Editorial Review

From the Publisher

For courses in sales and marketing in hospitality/travel, tourism, and customer service, this book discusses specifically what employees in service business should and should not do when interacting with customers. The book considers service from the perspective of those who deliver service and provides a wealth of examples from the hospitality, travel, and tourism industries.

Users Review

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This Contact: Customer Service In The Hospitality And Tourism Industry book is simply not ordinary book, you have it then the world is in your hands. The benefit you receive by reading this book will be information inside this e-book incredible fresh, you will get information which is getting deeper you read a lot of information you will get. That Contact: Customer Service In The Hospitality And Tourism Industry without we understand teach the one who looking at it become critical in considering and analyzing. Don't be worry Contact: Customer Service In The Hospitality And Tourism Industry can bring once you are and not make your bag space or bookshelves' turn out to be full because you can have it within your lovely laptop even cellphone. This Contact: Customer Service In The Hospitality And Tourism Industry having excellent arrangement in word in addition to layout, so you will not experience uninterested in reading.

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