

E Service New Directions In Theory And Practice

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He is the co-chair of the Frontiers in Services conference, cosponsored by the American Marketing Association and Vanderbilt Center for Services Marketing; was twice the co-chair of TIMS conferences on Service Quality, Customer Satisfaction, and Services Marketing; and served on the organizing committee for the First Congress on Customer Satisfaction. He is a member of the Services Marketing Council of the American Marketing Association and the Services Steering Group of the Marketing ...

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