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L890BB - DONAVAN ELLEN

Lessons from HubSpot, Salesforce, Gainsight and Other Iconic Brands "The Uber of this" "The Salesforce of that" "It's like Instagram, but for..." There is no such thing as an original idea anymore - right? Actually, it turns out that the world's most innovative companies have created so much more than just brand new products and technology. They've created entirely new market categories. The challenge is that successfully building new categories requires a perfect storm of luck and timing. Or does it? Category Creation is the first and only book on the topic written by executives and marketers actively building new categories. It explains how category creation has become the Holy Grail of marketing, and more importantly, how it can be planned and orchestrated. It's not about luck. You can use the same tactics that other category-defining companies have used to delight customers, employees, and investors. There's no better strategy that results in faster growth and higher valuations for the company on top. Author Anthony Kennada, former Chief Marketing Officer at Gainsight, explains how he led Gainsight in creating the "customer success" category, and shares success stories from fellow category-creators like Salesforce, HubSpot and others. It requires much more than just having the best product. You have to start and grow a conversation that doesn't yet exist, positioning a newly discovered problem in addition to your company and product offerings. The book explains the 7 key principles of category creation, including the importance of creating a community of early adopters who will rally around the problem they all share—especially if someone will lead them. · Identify the "go" and "no go" signals for category creation in your business · Activate cus-

tomers and influencers as brand ambassadors · Grow a community by investing in live events and experiences · Prove the impact of category creation investments on growth, customer success, and company culture Written for entrepreneurs, marketers, and executives from startups to large enterprises, Category Creation is the exclusive playbook for building a category defining brand in the modern economy.

Annotation Three acknowledged experts in search engine optimization share guidelines and innovative techniques that will help you plan and execute a comprehensive SEO strategy. Complete with an array of effective tactics from basic to advanced, this third edition prepares digital marketers for 2016 with updates on SEO tools and new search engine optimization methods that have reshaped the SEO landscape Novices will receive a thorough SEO education, while experienced SEO practitioners get an extensive reference to support ongoing engagements. Comprehend SEO's many intricacies and complexities Explore the underlying theory and inner workings of search engines Understand the role of social media, user data, and links Discover tools to track results and measure success Examine the effects of Google's Panda and Penguin algorithms Consider opportunities in mobile, local, and vertical SEO Build a competent SEO team with defined roles Glimpse the future of search and the SEO industry Visit the book website (<http://www.artofseobook.com>) for FAQs and to post your own burning questions. You'll have access to special offers and discounts on various SEO tools and services. You can also get exclusive access to instructional videos related to the concepts in the book by sending an email to bonuses@artofseobook.com.

Considered the nation number one marketing program, Marketing Essentials is the essential text for introducing students to the

skills, strategies, and topics that make up the ever-changing world of marketing. It effectively captures the excitement of this fast-paced discipline with engrossing narrative, engaging graphics, and real-life case studies.

The tourism market is fiercely competitive. No other market place has as many brands competing for attention, and yet only a handful of countries account for 75% of the world's visitor arrivals. The other 200 or so are left to fight for a share of the remaining 25%. Therefore, destination marketers at city, state and national levels have arguably, a far more challenging role than other services or consumer goods marketers. Destination Marketing: an integrated marketing communication approach focuses on the five core tenets of integrated marketing communications. These embody both the opportunities and challenges facing Destination Marketing Organisations (DMOs), and are: 1. Profitable customer relationships; 2. Enhancing stakeholder relationships; 3. Cross-functional processes; 4. Stimulating purposeful dialogue with customers; and 5. Generating message synergy The author seeks to provide a rationale for DMOs; to develop a structure, roles and goals of DMOs; to examine the key challenges and constraints facing DMOs; to impart a destination branding process; to develop a philosophy of integrated marketing communications; to lead the emergence of visitor and stakeholder relationship management; and to set forth options for performance measurement.

Market Research Project Workbook Student Edition

Linked to an online resource centre and instructor's DVD, this textbook introduces the basic principles of marketing. It includes numerous contemporary case studies, chapter summaries and review questions.

Global Marketing, 3rd edition, provides students with a truly inter-

national treatment of the key principles that every marketing manager should grasp. International markets present different challenges that require a marketer to think strategically and apply tools and techniques creatively in order to respond decisively within a fiercely competitive environment. Alon et al. provide students with everything they need to rise to the challenge: Coverage of small and medium enterprises, as well as multinational corporations, where much of the growth in international trade and global marketing has occurred; A shift toward greater consideration of services marketing as more companies move away from manufacturing; A shift from developed markets to emerging markets with more dynamic environments A focus on emerging markets to equip students with the skills necessary to take advantage of the opportunities that these rapidly growing regions present; Chapters on social media, innovation, and technology teaching students how to incorporate these new tools into their marketing strategy; New material on sustainability, ethics, and corporate social responsibility; key values for any modern business; Short and long cases and examples throughout the text show students how these principles and techniques are applied in the real world; Covering key topics not found in competing books, Global Marketing will equip today's students with the knowledge and confidence they need to become leading marketing managers. A companion website features an instructor's manual with test questions, as well as additional exercises and examples for in-class use.

Here is the bestselling guide that created a new game plan for marketing in high-tech industries. Crossing the Chasm has become the bible for bringing cutting-edge products to progressively larger markets. This edition provides new insights into the realities of high-tech marketing, with special emphasis on the Internet. It's essential reading for anyone with a stake in the world's most exciting marketplace.

Brassington and Pettitt's Essentials of Marketing is the indispensable introduction to the subject for all students taking a short or one-semester Marketing module - whatever their background. The second edition retains the lively writing style and authority of the authors' Principles of Marketing, and highlights the links between theory and practice by using fresh and topical case studies drawn from real-life, whilst focussing on the most important concepts and theories of Marketing. Essentials of Marketing also boasts an unrivalled selection of online learning resources at

www.pearsoned.co.uk/brassington, which includes multiple choice questions that test your learning and help monitor your progress, video interviews with top Marketing Managers, answering your questions on how they use the theories of marketing every day in their professional lives, a full online Glossary explaining the key terms of the subject, and weblinks for every chapter that help take your learning further! Dr Frances Brassington is Senior Lecturer in Retail Management and Marketing at Oxford Brookes University Dr Stephen Pettitt is Deputy Vice-chancellor of the University of Bedfordshire

Destination Marketing offers the reader an integrated and comprehensive overview of the key challenges and constraints facing destination marketing organisations (DMOs) and how destination marketing can be planned, implemented and evaluated to achieve successful destination competitiveness. This new second edition has been revised and updated to include: new slimline 15-chapter structure new chapters on Destination Competitiveness and Technology new and updated case studies throughout, including emerging markets new content on social media marketing in destination marketing organisations and sustainable destination marketing additional online resources for lecturers and students including PowerPoint slides, quizzes and discussion questions. It is written in an engaging style and applies theory to a range of tourism destinations at the consumer, business, national and international level by using topical examples.

If you are genuinely interested in what is wrong with modern economics, this is where you can find out. If you would like to understand the flaws in Keynesian macro, this is the book you must read. If you are interested in marginal analysis properly explained, you again need to read this book. Based on the classical principles of John Stuart Mill, it is what is missing today; a text based on explaining how an economy works from a supply-side perspective.

A reader-friendly, manager's goal-oriented guide to marketing in the 21st century In today's customer-oriented world, marketing principles are more important than ever for managers to understand and implement in their business strategy. The recent rise of outsourcing, strategic alliances, globalization, and e-commerce, as well as the failures of dot-com fool's gold and fuzzy accounting, means the application of these principles, as always, is changing. This completely revised and updated edition repositions mar-

keting as the process of defining, developing, and delivering customer value. Offering specific guidelines on creating a customer-focused, market-driven company, Market-Driven Management also includes new chapters on branding, marketing strategy implementation, sales force deployment, and value delivery.

Services Marketing Management builds on the success of the previous editions, formally entitled 'The Management and Marketing of Services', to provide an easily digestible approach to the service industry with a specific focus on the management and marketing elements. This new edition has been thoroughly revamped to include pedagogical features such as exercises and mini cases throughout the text to consolidate learning and make it more student friendly. New content has been incorporated to bring the subject matter thoroughly up to date, for example featuring more on the Internet, the inclusion of material on call centres in respect of service delivery and service encounter; additional material on customer relationship management (CRM); consideration of frontline employees and internal marketing; and a discussion of revenue management issues in managing demand and capacity. Particularly suitable for students on marketing, business and hospitality courses who require a good grounding in the principles of services marketing, the practical implications are shown clearly and effectively demonstrate how the principles are applied in the real world. A web based lecturer resource accompanies the text.

This is the printed textbook, Marketing Principles. Marketing Principles combines a thorough and engaging overview of essential marketing principles. The text provides you with the knowledge and decision-making skills you'll need to succeed in today's competitive business environment. Marketing Principles includes the most current coverage of marketing strategies and concepts with extensive real-world examples including social networking and digital marketing. You will find important topics drawn from the rapidly changing world of modern business including social and environmental responsibility, sustainability, globalisation, entrepreneurship, and marketing through transitional times. New, PRINT versions of this book come with bonus online study tools including animated activities and videos on the CourseMate Express platform. Digital Marketing: A Practical Approach 2nd Edition is a step-by-step guide to marketing using the Internet. Concentrating on the operational and functional aspects of this dynamic subject, the book is packed with tactical advice and real-life examples from

those leading the field to help you succeed. Written as an accessible guide to equip you for the digital element of any contemporary marketing role, Digital Marketing covers all the key topics including search engine optimization and social media marketing. With real-world case studies to illustrate digital marketing in practice and exercises to help you analyse, plan and execute effective strategies within the workplace, this practical resource will prepare you to undertake digital marketing across a variety of organizations. More than just a book, this complete package features an associated website at AlanCharlesworth.eu/DigitalMarketing which hosts the case studies for the book, offers further tips and advice and provides access to a wealth of extra material such as up-to-date references and web links. This new, second edition builds on the first edition's success by addressing the key recent developments in digital marketing including an expanded section on social media marketing and an appreciation of the impact of mobile devices. Moreover, it's been thoroughly updated throughout, with brand new cases and examples with an international range, all of which encourage the reader to quickly learn the practical applicability of the theory and practice of emarketing.

Health Sciences & Professions

"First, in the last few years, data collection has migrated quickly to online approaches, and by 2019 represented more than 60 percent of all data collection methods. The movement to online methods of data collection has necessitated the addition of considerable new material on this topic. The chapters on sampling, measurement and scaling, questionnaire design, and preparation for data analysis all required new guidelines on how to deal with online related issues. Social media monitoring and marketing research online communities are expanding research methods and are addressed in our chapter on qualitative and observational research. Second, to enhance student analytical skills we added additional variables on social media activities to the continuing case on the Santa Fe Grill and Jose's Southwestern Café. Also, there is now a separate data set based on a survey of the employees of the Santa Fe Grill. Findings of the Santa Fe Grill customer and employee data sets are related and can be compared qualitatively to obtain additional insights. The competitor data for the continuing case enables students to make comparisons of customer experiences in each of the two restaurants and to apply their research findings in devising the most effective marketing strategies for

the Santa Fe Grill. We also added a new data set in Chapter 13 on communicating marketing research findings. The data set reflects the attitudes and opinions of students in our classes about advertising and types of media"--

Written for introductory marketing classes, this text explains what information is needed to plan and implement a successful marketing campaign and how to find that data. Including details on finding such relevant facts as the size of a potential market, the shopping and buying habits of consumers in that market, and the competitive and environmental factors that may affect a campaign, this primer will guide readers to become savvy marketing managers.

Unlike other International Marketing texts, Essentials of International Marketing includes only the most important information that can be easily covered in one semester. The book covers all the key topics for an International Marketing course, but in a concise, no-nonsense manner that meets the needs of undergraduates. In addition to including all the basic topics, this affordable text also offers two unique chapters on the metric system and on countertrade that provide essential information for successful international marketers. Essentials of International Marketing has been extensively class-tested and is well crafted to serve as a learning tool and a ready reference for students. Each chapter includes an opening case vignette, learning objectives, plentiful exhibits and tables, a summary, key terms, and discussion questions.

Get the latest tools and trends in web marketing with this new edition of a bestseller The rapidly changing landscape of web marketing requires those in the field to quickly adopt new technologies as they emerge. This updated edition provides the basics that every web marketer needs to know, including how to create web properties, exploit search engine optimization (SEO), and create effective e-mail campaigns. This new edition offers a broad revision in order for the content to catch up to the latest tools and trends in web marketing. This fun-but-straightforward guide explores trends in search engine, mobile, location-based, and consumer site marketing and examines ways to maximize success by analyzing results, avoiding legal issues, and keeping everything fresh and exciting. Reflects current marketing trends Explores social media and mobile marketing and offers insight into creating an effective landing page and retaining customers Guides you through creating a marketing plan, adjusting already-existing mar-

keting materials for the web, and building an online presence Details ways to maximize the potential of SEO, e-mail campaigns, online advertising, blogging, e-commerce tools, and more Provides valuable advice for avoiding common mistakes and ways to liven up web marketing plans Web Marketing For Dummies, 3rd Edition has expanded its coverage so you can expand your web marketing reach.

Now fully revised and in its third edition, this comprehensive best-selling text, *Introducing Management: A Development Guide*, explains the principles and practice of management and is ideal for both new and existing managers to assist them in their role. The text incorporates the latest innovations in management thinking and reflects the changes within the management standards. This is an essential resource for those undertaking qualifications at S/N-VQ at Level 3. The learning development is clearly structured in each chapter to include:- Objectives, Insights, Case Studies, Examples, Review Your Learning, Back to Work, allowing the user to check their understanding and apply the concepts and principles to their own work situation.

Essentials of Marketing Communications 3rd edition gives students a concise overview of the strategic and tactical decision-making processes involved in marketing communications. It also links the current theories of marketing communications to consumer behaviour issues as well as explaining how marketing communications works in the real world. The text is ideal for those studying marketing communications for the first time.

'eMarketing eXcellence' offers an exciting new approach to help you build a customer-driven e-business. As the core text for the CIM's E-marketing award, the book offers a highly structured and accessible guide to a critical subject, providing a useful reference point for all students and managers involved in marketing strategy and implementation. A practical guide to creating and executing e-marketing plans, this book combines established approaches to marketing planning with the creative use of new e-models and e-tools. It is designed to support both marketers who are integrating e-marketing into their existing marketing and communications strategies and experienced e-marketers looking to optimise their e-marketing. The book shows how to:

- Draw up an outline e-marketing plan
- Evaluate and apply e-marketing principles & models
- Integrate online and offline communications
- Implement customer-driven e-marketing
- Reduce costly trial and error
- Measure

and enhance your e-marketing · Drive your e-business forward As the core text for the CIM's new professional E-marketing Award, it provides comprehensive, critical coverage of the key areas of e-marketing planning for marketing professionals. Established marketing concepts such as customer relationship management, the marketing mix and the widely adopted SOSTAC® planning system, are re-examined in the new media context - and new approaches are defined, including business models, traffic building and web site design.

Destination Marketing offers the reader an integrated and comprehensive overview of the key challenges and constraints facing destination marketing organisations (DMOs) and how destination marketing can be planned, implemented and evaluated to achieve successful destination competitiveness. This new third edition has been revised and updated to include: 27 new and updated case studies, including destinations such as Sri Lanka, Barbados, the UAE, and crucially relevant topics such as the Australian bushfires and the threat of COVID-19 Brand-new pedagogical features such as in-chapter class activities, key term definitions, and highlighted critical points New content on cross-sector consortia marketing for meetings and events, social media influencer marketing, the role of technology, resource consumption and climate change, creativity and innovation in developing destination branding, experiential destination marketing and the influence of culture and sustainability on destination marketing Links to free access of the author's journal articles on destination marketing Updated additional online resources for lecturers and students including PowerPoint slides, quizzes and discussion questions It is written in an engaging style and applies theory to a range of tourism destinations at the consumer, business, national and international level by using topical examples.

Marketing Essentials 2e explains the nature of marketing and the importance of understanding the complexities of the market place in a concise manner. This comprehensive text is easy to read, reflects accurately the current thinking in the world of marketing and is informative, interesting and topical. Marketing Essentials follows a logical structure enabling students to clearly see how effective marketing requires an analysis of the market place, the recommendation of a marketing strategy and the implementation of the desired strategy. Marketing Essentials is ideal for use on introductory marketing modules at both undergraduate and MBA

level. The strategic content of the text makes it suitable for use on strategic marketing, marketing analysis and marketing management courses.

Essentials of Marketing Research takes an applied approach to the fundamentals of marketing research by providing examples from the business world of marketing research and showing students how to apply marketing research results. This text focuses on understanding and interpreting marketing research studies. Focusing on the 'how-to' and 'so what' of marketing research helps students understand the value of marketing research and how they can put marketing research into practice. There is a strong emphasis on how to use marketing research to make better management decisions. The unique feature set integrates data analysis, interpretation, application, and decision-making throughout the entire text. The text opens with a discussion of the role of marketing research, along with a breakdown of the marketing research process. The text then moves into a section discussing types of marketing research, including secondary resources, qualitative research, observation research, and survey research. Newer methods (e.g. using blogs or Twitter feeds as secondary resources and using online focus groups) are discussed as extensions of traditional methods such. The third section discusses sampling procedures, measurement methods, marketing scales, and questionnaires. Finally, a section on analyzing and reporting marketing research focuses on the fundamental data analysis skills that students will use in their marketing careers. Features of this text include: - Chapter Openers describe the results of a research study that apply to the topics being presented in that chapter. These are taken from a variety of industries, with a greater emphasis on social media and the Internet. - A Global Concerns section appears in each chapter, helping prepare students to conduct market research on an international scale. This text emphasizes the presentation of research results and uses graphs, tables, and figures extensively. - A Statistics Review section emphasizes the practical interpretation and application of statistical principles being reviewed in each chapter. - Dealing with Data sections in each chapter provide students with opportunities to practice interpreting data and applying results to marketing decisions. Multiple SPSS data sets and step-by-step instructions are available on the companion site to use with this feature. - Each Chapter Summary is tied to the chapter-opening Learning Objectives. - A Continuing

Case Study follows a group of students through the research process. It shows potential trade-offs, difficulties and flaws that often occur during the implementation of research project. Accompanying case questions can be used for class discussion, in-class group work, or individual assignments. - End-of-Chapter Critical Thinking Exercises are applied in nature and emphasize key chapter concepts. These can be used as assignments to test students' understanding of marketing research results and how results can be applied to decision-making. - End-of-chapter Your Research Project provides more challenging opportunities for students to apply chapter knowledge on an in-depth basis, and thus learn by doing.

Essentials of Health Care Marketing, Fourth Edition will provide your students with a foundational knowledge of the principles of marketing and their particular application in health care. Moreover, the text offers a perspective on how these principles must shift in response to the changing environmental forces that are unique to this market.

Essentials of Marketing, sixth edition, provides an accessible, lively and engaging introduction to marketing. Taking a practical, tactical approach, the authors cover traditional marketing techniques and theories, as well as offering the most up to date critical perspectives. Using contemporary case studies, in-chapter examples and suggestions for further reading the book provides everything an undergraduate or CIM student needs to excel in their discipline. The book is further complemented by a full range of online resources, including video cases, self-test questions, power-point slides and an instructor's manual. Professor Jim Blythe is the author of eighteen textbooks and over fifty journal articles. A former sales manager and marketing consultant, he has taught at universities in the UK, France, Germany, Japan and Zambia. He is widely travelled, and holds a private pilot's licence. Jane Martin is a senior lecturer in Marketing and Marketing Programme Leader at the University of Chester. She has taught in Universities in the UK and China and has previously been a company director and worked in business-to-business marketing. She has also been a member of the Chartered Institute of Marketing for a number of years.

Travellers are now spoilt by choice of available holiday destinations. In today's crowded tourism market place, destination competitiveness demands an effective marketing organisation. Two

themes underpin Destination Marketing Organisations. The first is the challenges associated with promoting multi-attributed destinations in dynamic and heterogeneous markets, and the second is the divide between tourism 'practitioners' and academics. Written by a former 'practitioner', Destination Marketing Organisations bridges industry and theory by synthesising a wealth of academic literature of practical value to DMOs. Key learning outcomes are to enhance understanding of the fundamental issues relating to: The rationale for the establishment of DMOs The structure, roles, goals and functions of DMOs The key opportunities, challenges and constraints facing DMOs The complexities of marketing destinations as tourism brands The Author Dr Steven Pike (PhD) spent 17 years in the tourism industry, working in destination marketing organisations, before joining academia. He is currently a Visiting Scholar with the School of Advertising, Marketing and Public Relations at Queensland University of Technology, and Senior Lecturer in the School of Marketing and Tourism at Central Queensland University.

This short form textbook provides readers with a comprehensive yet concise overview of the fundamentals of Digital Marketing. The author, a well-renowned teacher and writer on the subject, presents a concise and clear structure that works step by step through each of the core aspects of the subject, including SEO, metrics and analytics, web development, e-commerce, social media and digital marketing strategy. Presented in nine chapters to suit delivery periods at both undergraduate and postgraduate levels, this book can be used either as a core text that gives tutors a sound platform on which to structure a module on digital marketing or as supporting text where digital marketing is an element of a module with a broader scope, such as strategic marketing. Pedagogical features include an essential summary paragraph at the start of each chapter, focused references and further reading. There is also online teaching and learning support for both in-class and digital delivery, including suggested case studies, chapter questions and other activities.

Identifying and assessing the ways in which changes in the marketing mix affect consumer behavior is key to a successful marketing strategy. This book guides the student in designing, conducting and interpreting marketing research. This comprehensive textbook covers the full range of topics, including: Secondary research and data mining ; Internet marketing research ; Qualitative

and exploratory research ; Statistical analysis and Marketing research ethics. With learning objectives at the beginning of each chapter, a host of cases and a comprehensive companion website, this book offers a range of tools to help students develop and test their research and analytical skills.

Marketing Essentials in Hospitality and Tourism: Foundations and Practices provides readers with an introduction to hospitality marketing and the basics of its many different components. With a succinct three-part format, it introduces basic marketing concepts, discusses strategic marketing and the marketplace, and ends with functional strategies that can be used to increase competitive advantage. Tourism applications, interviews with industry executives and case studies provide a glimpse at the real-world of hospitality and tourism, while contemporary examples demonstrate how marketing techniques are used to increase the chances of success.

'Essential Law for Marketers' offers clear and concise explanations of the laws that impact on the practice of marketing, advertising, sponsorship, design and public relations, providing expert guidance on crucial issues for the busy practitioner. Each chapter in the book offers, in simple English, full analysis of the law on each subject, and illuminates it with numerous examples and cases taken from current industry practice. It also offers helpful tips and suggestions for 'keeping it legal' without losing sight of the overall commercial objectives. Uniquely written from the practitioner's point of view, the text is structured to offer a complete and accessible picture of how the law can impinge on the job: * 'Point of law' offers clear legal definitions or shows the generic application of a legal point in a real life context * 'Law in action' outlines actual legal cases and their outcomes, with full referencing for the case available on the companion site * 'Insight' offers background information, providing a broader practical or commercial context for a legal topic * 'Checklist' at end of each chapter itemises the key issues to bear in mind Essential Law for Marketers covers all the key issues facing those working in the media. From making claims and statements, copyright, defamation, promotion and advertising, through to lobbying, cybermarketing and ambush marketing, it is an invaluable reference guide for anyone working within the sector. It also functions as an excellent learning resource for all marketing students who need to appreciate the legal implications of industry practice.

"No doubt about it, marketing is really changing. Marketing today is: Very strategic-customer-centricity is now a core organizational value. Practiced virtually, digitally, and socially to a greater degree than ever before imagined. Enabled and informed by analytics and new technologies. Accountable to top management through diligent attention to metrics and measurement. Oriented toward service as driver of product. "Owned" by everybody in the firm to one degree or another"--

Like Brassington's Principles of Marketing, this 'essentials' text brings together theory and practice. It covers a wide range of applications, industries and markets, exploring the way marketers must respond to those situations that demand an innovative response. Written in a lively style with great design, Essentials of Marketing is a concise, no-nonsense book, designed to contain all the essential information that students need to understand when taking a short introductory course in Marketing. Please note that the product you are purchasing does not include MyMarketingLab. MyMarketingLab Join over 11 million students benefiting from Pearson MyLabs. This title can be supported by MyMarketingLab, an online homework and tutorial system designed to test and build your understanding. Would you like to use the power of MyMarketingLab to accelerate your learning? You need both an access card and a course ID to access MyMarketingLab. These are the steps you need to take: 1. Make sure that your lecturer is already using the system Ask your lecturer before purchasing a MyLab product as you will need a course ID from them before you can gain access to the system. 2. Check whether an access card has been included with the book at a reduced cost If it has, it will be on the inside back cover of the book. 3. If you have a course ID but no access code, you can benefit from MyMarketingLab at a reduced price by purchasing a pack containing a copy of the book and an access code for MyMarketingLab (ISBN:9780273727729) 4. If your lecturer is using the MyLab and you would like to purchase the product... Go to www.pearsonmylabandmastering.com/global/mymarketinglab to buy access to this interactive study programme. For educator access, contact your Pearson representative. To find out who your Pearson representative is, visit www.pearsoned.co.uk/relocator Essentials of Services Marketing, 3e, is meant for courses directed at undergraduate and polytechnic students, especially those heading for a career in the service sector, whether at the executive or

management level. It delivers streamlined coverage of services marketing topics with an exciting global outlook with visual learning aids and clear language. It has been designed so that instructors can make selective use of chapters and cases to teach courses of different lengths and formats in either services marketing or services management.