

The Virtual Banking Revolution The Customer, the Bank and the Future, James Essinger, 1999, Banks and banking, 290 pages. The Internet and smart cards offer new opportunities to existing high street banks but they are also bringing new competitors to the market. At the same time, technology is not ....


How to Measure Customer Satisfaction , Nigel Hill, John Brierley, Rob MacDougall, 2003, Business & Economics, 151 pages. The success of your business is underpinned by competitiveness and profitability, both of which are maximized in the long run by doing best what matters most to customers ....


Customer Satisfaction , Linus Ivarsson, Alexander Nilsson, Torbjörn Rimfors, 2010, 96 pages. More and more companies in the building sector are starting to realize the importance of using customer satisfaction as a tool to enhance their competitive advantage. Customer ....

Managing the Customer Experience A Measurement-based Approach, Morris Wilburn, 2007, Business & Economics, 112 pages. Many companies have customer loyalty research programs. But most of those programs fall short of their intended purpose, either because they fail to include important drivers ....

Handbook of Customer Satisfaction and Loyalty Measurement, Nigel Hill, Jim Alexander, Jan 1, 2000, Business & Economics, 290 pages. An examination of how to use research effectively. It takes the reader step by step through the process of designing and conducting a survey to generate accurate measures of....

Superior Customer Satisfaction and Loyalty Engaging Customers to Drive Performance, Sheldon D. Goldstein, 2009, Business & Economics, 124 pages. This book demonstrates in a simple and straightforward way the process of discovering the attributes that are important to your customers, measuring their satisfaction with an....

Building Great Customer Experiences, Colin Shaw, John Ivens, Sep 13, 2002, Business & Economics, 240 pages. This book is about building and delivering great customer experiences. Many companies neglect this, but the physical execution and emotional impact of customer experiences....

Analysis of Customer Satisfaction Data A Comprehensive Guide to Multivariate Statistical Analysis in Customer Satisfaction, Loyalty, and Service Quality Research, Derek R. Allen, T. R. N. Rao, Aug 1, 2000, Business & Economics, 243 pages. As global competition increases, maintaining customer loyalty is more important than ever. Dissatisfied customers now have many options, with dozens of companies from around....

Measuring Customer Satisfaction, Richard F. Gerson, Jan 1, 1993, Business & Economics, 112 pages. After completing this course, you will have the critical skills to recognize, reward, and reinforce top-quality service performance, close the gaps between customer....


Customer Satisfaction Practical Tools for Building Important Relationships, Dru Scott, 2000, Business & Economics, 118 pages. After completing this course, you'll have the skills to build and maintain long-term customer relationships, handle difficult people, and overcome barriers to customer....


Little Fox Goes to the End of the World, Ann Tompert, 2010, Juvenile Fiction, 32 pages. One day, while chasing a butterfly, Little Fox strayed farther and farther from her home. "Come back, Little Fox," called her mother, "or you may get lost." But Little Fox...

The Magic Three of Solatia, Jane Yolen, Nov 1, 2004, Juvenile Fiction, 192 pages. The magic in the three silver buttons of the seawitch serves both Sianna of the Song and her son as they struggle against the curses and spells of a ruthless wizard. Reissue.

William Shakespeare: a study of facts and problems, Volume 2 a study of facts and problems, Edmund Kerchever Chambers, 1930, Drama,.


Anfield of Dreams A Kopite's Odyssey, Neil Dunkin, 2008, Sports & Recreation, 392 pages. Mid-Atlantic, 10 April 1954: The Queen Elizabeth's crew commit to the deep a coffin containing the remains of Liverpool Football Club, relegated that day to the Second Division...


C# Programming Interview Questions, Answers, and Explanations Programming C# Certification Review, Terry Sanchez-Clark, Itcookbook, Oct 1, 2006, Business & Economics, 160 pages. The Ultimate Reference & Learning Guide for C# Developers! In depth and current overview of common challenges with C# Fluency with C# is essential for a career as a developer...


Nightmare, S. K. Epperson, 1992, Fiction, 284 pages. Women at a clinic for multiple personality disorders are supposedly killing themselves one-by-one, but an investigator suspects the chief doctor's wife, whom he catches in the...
Strategic financial management of the defence budget Ministry of Defence, Great Britain: National Audit Office, Jul 21, 2010, Political Science, 31 pages. The Ministry of Defence does not place sufficient emphasis on financial management in its decision making and the finance function at the MOD does not have as central role in ...

Tales Of The Vampires , , 2004, Comics & Graphic Novels, 144 pages. Tales of the Vampires presents stories ranging from medieval times to the Depression to today, all intricately woven around Joss Whedon's central story about a group of young ...

The right of debate , Robert Barnwell Rhett, 1841, Political Science, 19 pages.

The Best of Time, Rolex Wristwatches An Unauthorized History, James M. Dowling, Jeffrey P. Hess, 2006, Antiques & Collectibles, 399 pages. The name Rolex is recognized around the world. It has become an icon of beauty, quality, accuracy, style, and taste. While there are other fine manufacturers of timepieces ...

How Do Dinosaurs Play with Their Friends?, Jane Yolen, 2006, Juvenile Fiction, 12 pages. Rhyming text and illustrations present some of the ways dinosaurs can play with their friends, from hogging the swings to sharing toys.


State of the Union , William McKinley, , , .

Remembering Forward Australian Aboriginal Painting Since 1960, Kasper KD“Åfnig, Emily Joyce Evans, Falk Wolf, 2010, Art, 188 pages. Remembering Forward presents works by nine of the most prominent Australian Aboriginal artists: Paddy Bedford, Emily Kame Kngwarreye, Queenie McKenzie, Dorothy Napangardi ...

Cell Growth, Differentiation and Senescence A Practical Approach, George P. Studzinski, 1999, History, 308 pages. There are three main themes running through this completely updated edition of Cell Growth and Apoptosis. First, basic methods for measurement of cell proliferation are ...

X-Men: The Legacy Quest , Steve Lyons, Jun 4, 2002, Comics & Graphic Novels, 368 pages. The X-Men brave the power of the Hellfire Club and its leader, Sebastian Shaw, to rescue their friend Moira McTaggart, the only human infected with the dread Legacy Virus, from ...

"That's My Country Belonging to Me" Aboriginal Land Tenure and Dispossession in Nineteenth Century Western Victoria, Ian D. Clark, 1998, Aboriginal Australians, 200 pages. Disabled People in Britain and Discrimination A Case for Anti-discrimination Legislation, Colin Barnes, Jan 1, 1991, Discrimination against people with disabilities, 264 pages. Arguing that disability is a civil rights issue, this study outlines, often using official statistics, the denial to disabled people of full and equal access to the ...


Control Theory , Torkel Glad, Lennart Ljung, Mar 30, 2000, Technology & Engineering, 482 pages. This is a textbook designed for an advanced course in control theory. Currently most textbooks on the subject either looks at "multivariate" systems or "non-linear" systems ...

I Get So Hungry , Bebe Moore Campbell, 2008, Juvenile Fiction, 32 pages. When her teacher suffers health problems because of her weight, Nikki, who is always getting teased about her size, decides she wants to live a healthier lifestyle.

Clarinet , Jack Brymer, 1976, Music, 267 pages. A survey of techniques for playing and teaching the clarinet is accompanied by a discussion of the instrument's history and development, acoustic characteristics, and present ...


The Sorrows of Young Werther , Johann Wolfgang von Goethe, 1989, Fiction, 144 pages. One of the world's first best-sellers, this tragic masterpiece attained an instant and lasting success upon its 1774 publication. A sensitive exploration of the mind of a young ...

Devon and Cornwall Notes and Queries, Volume 10 , John S. Amery, 1908, Devon (England), .

The Elephant Keepers' Children , Peter HD*Nh*eg, Sep 2, 2013, Fiction, 382 pages. Peter and Tilte are trying to
track down two notorious criminals: their parents. They are the pastor and the organist, respectively, of the only church on the tiny island of ...

For They Know Not what They Do Enjoyment as a Political Factor, 2002, Philosophy, 288 pages. With the disintegration of state socialism came the re-emergence of aggressive nationalism and racism. With the lid of repression lifted, the desires that emerged have been far ...


How to Change the World Tales of Marx and Marxism 1840 - 2011, Eric J. Hobsbawm, Jan 1, 2011, Communism, 470 pages. In the 144 years since Karl Marx's Das Kapital was published, the doctrine that bears his name has been embraced by millions in the name of equality, and just as dramatically ... A Matter of Keeping , Gabrielle F. Culmer, May 26, 2009, Fiction, 230 pages. Taking place over a pivotal week's time Gabrielle F. Culmer's 'A Matter of Keeping,' is by turns an engaging, incisive, and moving novel as it reveals how two families choose ...


Peasant Wars of the Twentieth Century , Eric R. Wolf, 1969, History, 328 pages. "Peasant Wars of the Twentieth Century provides a good short course in the major popular revolutions of our century--in Russia, Mexico, China, Algeria, Cuba, and Viet Nam--not ... Dreamland Lake , Richard Peck, Aug 15, 1982, Juvenile Fiction, 128 pages. When two thirteen-year-olds discover a dead man, a chain of events begins that involves several kinds of death. New Courts in Asia , Andrew Harding, May 30, 2010, Law, 427 pages. This book discusses court-oriented legal reforms across Asia with a focus on the creation of 'new courts' over the last 20 years. Contributors discuss how to judge new courts ...

Thai Phrasebook , Joe Cummings, 1995, Thai language, 205 pages. When you're ordering a local meal, talking to Thais you meet along the way, and looking for that perfect beach - this guide will help you get it right. Practicing Texas Politics, 2009-2010 Update , Lyle C. Brown, Joyce A. Langenegger, Sonia R. Garcia, Ted A. Lewis, Robert E. Biles, 2009, Political Science, 552 pages. Comprehensive and current, this market-leading text combines a survey of Texas government with coverage of public policy and relevant readings in each chapter. Fully updated ...


Bare Knuckle Fighter Memoirs of the Undefeated Fighting Champion of Ireland, Bartley Gorman, Peter Walsh, Jan 1, 2005, Boxing, 304 pages.


Crossing the Atlantic One Family's Story, Lorraine Jean Hopping, 2004, Easy to read materials, 16 pages.

The Politics and Technology of Nuclear Proliferation , Robert Fred Mozley, 1998, Political Science, 316 pages. Politics and technology intersect in the international effort to prevent nuclear proliferation. This book makes a highly complex subject understandable and provides information ...

Suspected Assassin A Perfect Cover, Moe, Apr 1, 2013, Fiction, . After a routine bust, police discover acts of a ruthless killer that has the perfect cover, hired by the organization that was busted. But can they find him or even prove he is ...


The African origin of civilization myth or reality, Cheikh Anta Diop, 1974, History, 317 pages. The author presents documentary evidence supporting his theory that Egyptian civilization was of Black origin Dead Languages Poems, Clint McCown, 2008, Poetry, 87 pages. Poetry. Clint McCown's DEAD LANGUAGES seems at times to be the technicolor before-sleep musings of an everyman, examining the minutiae of everyday life and the well-known ...
Island Halibut Fisherman, Robert H. Jones, Larry E. Stefanyk, Apr 1, 2007, History, 168 pages. "Advice and tips from the best are dispensed and flash through the pages like well polished lure." -Cherie Thiessen, Mariner Life
Wuthering Heights, Emily Bronte, Oct 1, 2007, Fiction, 252 pages. Emily Bronte's only novel appeared to mixed reviews in 1847, a year before her death at the age of thirty. In the relationship of Cathy and Heathcliff, and in the wild, bleak ...
Identification and System Parameter Estimation: Selected Papers ..., Volumes 1-2 Selected Papers from the ... IFAC/IFORS Symposium, 1985, System identification, .
Latin Alive!, Book 1, Karen Moore, Gaylan Dubose, Jul 1, 2008, Juvenile Nonfiction, 332 pages. The Latin Alive! Book One: Teacher's Edition includes a complete copy of the student text, as well as answer keys, extra teacher's notes and explanations, unit tests, and bonus ...
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