



Marketing Management: A Customer-Oriented Approach

Professor Kenneth E. Clow, Donald E. (Edward) Baack

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This concise new text covers all the traditional topics of the course, and also contemporary subjects such as data warehousing, Web site management, and CRM - all areas of work that students will encounter in their future marketing careers. Unique to this text is its customer orientation, reflected in its content, but also in the way that the authors organize the material through the sequence of customer acquisition, interactions, and retention. Each chapter includes topical mini-cases such as the launch of the iPhone, e-Harmony.com, and Southwest Airlines. In addition, there are eight full cases in the back of the book, together with a helpful student guide to analyzing a case.

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