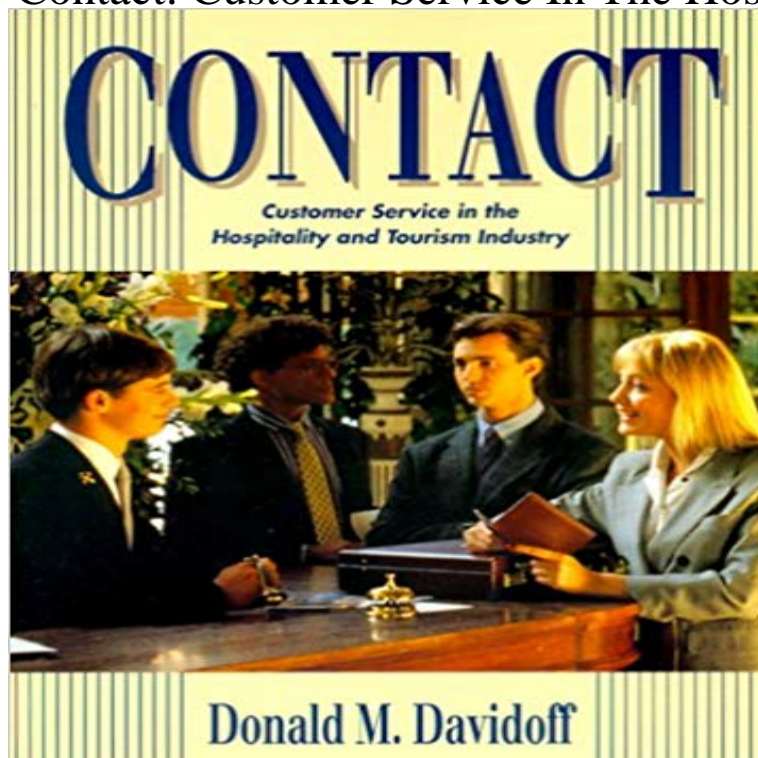


## Contact: Customer Service In The Hospitality And Tourism Industry



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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