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Human Resource Management Volume 34, Issue 3, Article first published online: 2 NOV 2006

Winning the service game

Abstract. The article reviews the book Winning the Service Game, by Benjamin Schneider and David E. Bowen.

Winning the service game : benjamin schneider,

Winning the Service Game by Benjamin Schneider, David E. Bowen, 9780875845708, available at Book Depository with free delivery worldwide.

Benjamin schneider (author of employee

Benjamin Schneider is the author of Winning the Service Game (4.75 avg rating, 4 ratings, 0 reviews, published 1995), Employee Engagement (4.33 avg rating)

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Schneider, Benjamin. Winning the service game, by Benjamin Schneider and David E. Bowen. Schneider (Univ. of Maryland) and Bowen (Arizona State)

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* Schneider, Benjamin, 1938-, Winning the service game / Benjamin Schneider y David E. Bowen., , Boston, Service management : operations, strategy,

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