

1. Record Nr.	UNINA9910454168403321
Autore	Barlow Janelle <1943->
Titolo	A complaint is a gift [[electronic resource]] : recovering customer loyalty when things go wrong // Janelle Barlow, Claus Møller
Pubbl/distr/stampa	San Francisco, Calif., : Berrett-Koehler Publishers, c2008
ISBN	1-282-29927-1 9786612299278 1-57675-946-6
Edizione	[2nd ed.]
Descrizione fisica	1 online resource (305 p.)
Collana	0
Altri autori (Persone)	MøllerClaus <1942->
Disciplina	658.8/343
Soggetti	Consumer complaints Customer services Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 251-271) and index.
Nota di contenuto	A complaint is a gift strategy -- Complaints: necessary evil or opportunities? -- Capitalizing on complaints -- Why most customers don't complain -- In the mind of the complaining customer -- The gift formula -- Creating better customers with goodwill -- When customers go ballistic -- It's all in the words: responding to written complaints -- From a whisper to a global shout -- When feedback gets personal -- When you complain, make sure you are giving a gift.
Sommario/riassunto	A completely revised and updated edition of one of the first books to show that customer complaints are actually valuable sources of feedback that can be used to improve an organization's goods and services. Features new chapters on the Internet, not taking complaints personally, and complaining effectively yourself, as well as new examples, tools and strategies.

2. Record Nr.	UNINA9910493185803321
Autore	Wesley David A.
Titolo	State practices and Zionist images : shaping economic development in Arab towns in Israel // David A. Wesley
Pubbl/distr/stampa	New York : , : Berghahn Books, , [2013] ©2006
ISBN	0-85745-907-4
Edizione	[Revised edition.]
Descrizione fisica	1 online resource (292 p.)
Disciplina	338.9569400917/4927
Soggetti	Palestinian Arabs - Israel - Economic conditions Bureaucracy - Israel Power (Social sciences) - Israel Social integration - Israel Social planning - Israel Electronic books. Israel Economic conditions Case studies Israel Ethnic relations Case studies
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (pages 245-261) and indexes.
Nota di contenuto	State Practices and Zionist Images; Table of Contents; List of Illustrations; List of Tables; Foreword; Acknowledgments; Abbreviations; Introduction. An Ethnography of Macro-order Power Relations; Chapter 1. The Lay of the Land (I); Chapter 2. The Lay of the Land (II); Chapter 3. The Zipporit Industrial Area; Chapter 4. Land, Territory, and Jurisdiction; Chapter 5. The Image of Arab Traditionalism; Chapter 6. The Appropriation of Arab Development Needs and Potential; Chapter 7. Attempts to Break Through the Boundaries; Conclusion; Epilogue to the New Edition; Chronology of Events; Notes GlossaryReferences; Legislation Cited; Subject Index; Selected Author Index
Sommario/riassunto	Although the Israeli state subscribes to the principles of administrative fairness and equality for Jews and Arabs before the law, the reality looks very different. Focusing on Arab land loss inside Israel proper and

the struggle over development resources, this study explores the interaction between Arab local authorities, their Jewish neighbors, and the agencies of the national government in regard to developing local and regional industrial areas. The author avoids reduction to simple models of binary domination, revealing instead a complex, multi-dimensional field of relations and ever-
