

1. Record Nr.	UNISA996391732803316
Autore	Selden John <1584-1654.>
Titolo	Theanthropos: or, God made man [[electronic resource] ] : A tract proving the nativity of our Saviour to be on the 25. of December. // By John Selden, that eminently-learned antiquary, late of the Inner-Temple
Pubbl/distr/stampa	London, : Printed by J.G. for Nathaniel Brooks at the Angel in Corn-hill., 1661
Descrizione fisica	[8], 91, [21] p. : port. (metal cut)
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	First word of title in Greek characters. The portrait of the author is signed: I: Chantry: scu. Annotation on Thomason copy: "Decemb." Reproduction of the original in the British Library.
Sommario/riassunto	eebo-0018

2. Record Nr.	UNINA9910819553603321
Autore	Chang C. M (Ching Ming), <1935->
Titolo	Achieving service excellence : maximizing enterprise performance through innovation and technology // C.M. Chang
Pubbl/distr/stampa	New York, New York (222 East 46th Street, New York, NY 10017) : , : Business Expert Press, , 2014
ISBN	1-60649-545-3
Edizione	[First edition.]
Descrizione fisica	1 online resource (148 p.)
Collana	Service systems and innovations in business and society collection, , 2326-2699
Disciplina	338.4
Soggetti	Service industries
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Part of: 2014 digital library.
Nota di bibliografia	Includes bibliographical references (pages 121-126) and index.
Nota di contenuto	Preface -- 1. Service growth -- 2. Strategic differentiation -- 3. Operational excellence -- 4. Take charge, conclusions -- Notes -- References -- Index.
Sommario/riassunto	As the service sectors play an increasingly important role in all economies worldwide, service executives and professionals are well advised to recognize two main pathways to achieving sustainable success in services, namely, enhancing the strategic differentiation and operational excellence of their service enterprises; obviously, these executives and their employees need to develop the knowledge and skills required to achieve such success. This book discusses actionable methodologies needed to generate creative ideas, including deciding on which ones to pursue, how to justify projects financially, how to manage the development projects for innovative services, how to reach out to customers, and how to offer them superior service support.