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Biographical information about Benjamin Schneider People. Benjamin Schneider is an
author. born in 1938 (77 years ago) written works: "Service quality", "Winning

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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)

Benjamin Schneider, Author, David E. Bowen, With Harvard Business School Press
\$32.95 (320p) ISBN 978-0-87584-570-8

Schneider, Benjamin, Susan S. White, Schneider, Benjamin and David E. Bowen (1995),
Winning the Service Game. Cambridge, MA: Harvard Business School Press.

Winning the Service Game details an explicit set of rules by which organizations can
meet customer expectations and needs as well as capitalize on customer

Dr. Benjamin Schneider joined Valtera in 2003. Research Perspectives (with S. S.
White; Sage Publications, 2004) and Winning the Service Game

Winning the Service Game i sa winning organization. The game analogy is appropriate
because the authors Winning the Service Game by Benjamin Schneider;

63 Ergebnisse zu Benjamin Scheider: Census, Bowen, David, München, New York, Service Game, Winning the Service, Boston, Business

Winning the service game, by Benjamin Schneider and David E. Bowen, Boston: Harvard Business School Press, 1995

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

& Bowen, David Earl. 1995, Winning the service game / Benjamin Schneider, David E. Bowen Harvard Business School Press Boston, Mass. Wikipedia Citation.

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