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Professor Armstrong is an award-winning teacher of undergraduate business students. Professor Kotler is one of the world ' s leading authorities on marketing. Together they make the complex world of marketing practical, approachable, and enjoyable. Gary Armstrong is Crist W. Blackwell Distinguished Professor Emeritus of Undergraduate Education in the Kenan-Flagler Business School at the University of North Carolina at Chapel Hill. He holds undergraduate and masters degrees in business from ...

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Principles of Marketing helps students master today ' s key marketing challenge: to create vibrant, interactive communities of consumers who make products and brands an integral part of their daily lives. To help students understand how to create value and build customer relationships, Kotler and Armstrong present fundamental marketing information within an innovative customer-value framework.

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Kotler and Armstrong develop their orginal definition to recognise the importance of the longer-term relationship with the customer. This is achieved by relationship marketing and Customer Relationship Management (CRM). Marketing is the management process for identifying, anticipating and satisfying customer requirements profitably. The Chartered Institute of Marketing (CIM).

~~What is Marketing? Marketing definitions.~~

Kotler/Armstrong is a comprehensive, classic principles text organized around an innovative customer-value framework. Students learn how to create customer value, target the correct market, and build customer relationships.

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Suitable for undergraduate Principles of Marketing courses, this classic textbook has provided many generations of marketing students with an exceptional introduction to marketing, written by one of the masters. With global examples and completely up-to-date with the latest marketing techniques, Principles of Marketing looks at the major decisions that marketing managers face in their efforts ...

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Marketing: An Introduction by Armstrong, Gary; Kotler, Philip T. at AbeBooks.co.uk - ISBN 10: 0131865919 - ISBN 13: 9780131865914 - Pearson - 2006 - Softcover

A practical guide for providing exceptional client service Most advertising and marketing people would claim great client service is an elusive, ephemeral pursuit, not easily characterized by a precise skill set or inventory of responsibilities; this book and its author argue otherwise, claiming there are definable, actionable methods to the role, and provide guidance designed to achieve more effective work. Written by one of the industry's most knowledgeable client services executives, the book begins with a definition, then follows a path from an initial new business win to beginning, building, losing, then regaining trust with clients. It is a powerful source of counsel for those new to the business, for industry veterans who want to refresh or validate what they know, and for anyone in the middle of the journey to get better at what they do.

This easy to use resource opens windows to the world of marketing through cases that are vibrant and engaged, links that allow you to explore topics in more detail and content to encourage relating theory to practice. Recognizing the importance of ongoing technological and social developments and the increasing connectedness of consumers that has profound implications for the way marketing operates and students learn, the 5th edition demystifies key technologies and terminology, demonstrating where and how emerging digital marketing techniques and tools fit in to contemporary marketing planning and practice. The new edition has been fully updated to include: New case studies and examples, offering truly global perspectives. Even more content on digital marketing integrated throughout, including key issues such as social media, mobile marketing, co-creation and cutting-edge theory. A new and fully streamlined companion website, featuring a range of resources for students and lecturers. Focus boxes throughout the text such as Global, Research, B2B and Ethical - all with a greater emphasis on digital communication - reinforce key marketing trends and relate theory to practice. Each chapter also ends with a case study revolving around topics, issues and companies that students can relate to. The new edition comes packed with features that can be used in class or for self-directed study.

Today's marketing challenge is to create vibrant, interactive communities of consumers who make products and brands a part of their daily lives. To help students understand how to create value and gain loyal customers, Principles of Marketing presents fundamental marketing information in a comprehensive format, organized around an innovative customer-value framework. New coverage in every chapter of this edition shows how companies and consumers are dealing with marketing and today's uncertain economy. Starting with a major new section in Chapter 1 and continuing with new sections, discussions, and examples integrated throughout the text, this edition shows how marketers must focus on creating customer value and sharpen their value propositions to serve the needs of today's more frugal consumers.

Marketing: An Introduction is your clear, comprehensive and concise guide to the key ideas in marketing, focusing on how to deliver improved customer value in order to achieve marketing success. The second European edition of this classic text has been updated with the latest ideas in marketing and with numerous new European marketing examples and case studies. The authors prompt students to discover the concepts of marketing and translate them into real commercial practice for themselves.

Principles of Marketing, helps students understand how to create value, build customer relationships and master key marketing challenges. The 8th Edition has been thoroughly revised to reflect the major trends impacting contemporary marketing. Packed with examples illustrating how companies use new digital technologies to maximize customer engagement and shape brand conversations, experiences, and communities.

For undergraduate principles of marketing courses. This ISBN is for the bound textbook, which students can rent through their bookstore. An introduction to marketing using a practical and engaging approach Marketing: An Introduction shows students how customer value -- creating it and capturing it -- drives effective marketing strategies. The 14th Edition reflects the major trends and shifting forces that impact marketing in this digital age of customer value, engagement, and relationships, leaving students with a richer understanding of basic marketing concepts, strategies, and practices. Through updated company cases, Marketing at Work highlights, and revised end-of-chapter exercises, students are able to apply marketing concepts to real-world company scenarios. This title is also available digitally as a standalone Pearson eText, or via Pearson MyLab Marketing which includes the Pearson eText. These options give students affordable access to learning materials, so they come to class ready to succeed. Contact your Pearson rep for more information.

Marketing: An Introduction is intended for use in undergraduate Principles of Marketing courses. It is also suitable for those interested in learning more about the fundamentals of marketing. This best-selling, brief text introduces marketing through the lens of creating value for customers. With engaging real-world examples and information, Marketing: An Introduction shows students how customer value—creating it and capturing it—drives every effective marketing strategy. The Twelfth Edition reflects the latest trends in marketing, including new coverage on online, social media, mobile, and other digital technologies. MyMarketingLab for Marketing: An Introduction is a total learning package. MyMarketingLab is an online homework, tutorial, and assessment program that truly engages students in learning. It helps students better prepare for class, quizzes, and exams—resulting in better performance in the course—and provides educators a dynamic set of tools for gauging individual and class progress. This program will provide a better teaching and learning experience—for you and your students. Improve Results with MyMarketingLab: MyMarketingLab delivers proven results in helping students succeed and provides engaging experiences that personalize learning. Guide Student's Learning: The text's active and integrative "Road to Learning Marketing" presentation helps students learn, link, and apply major concepts. Encourage Students to Apply Concepts: A practical marketing-management approach provides in-depth, real-life examples and stories that engage students with basic marketing concepts and bring the marketing journey to life. Cover New Marketing Trends and Technology: Every chapter of this edition features revised and expanded discussions on the explosive impact of exciting new marketing technologies. Note: You are purchasing a standalone product; MyMarketingLab does not come packaged with this content. If you would like to purchase both the physical text and MyMarketingLab search for ISBN-10: 0133763528/ISBN-13: 9780133763522. That package includes ISBN-10: 0133451275/ISBN-13: 9780133451276 and ISBN-10: 0133455122/ISBN-13: 9780133455120. MyMarketingLab is not a self-paced technology and should only be purchased when required by an instructor. Note: MyMarketingLab is not a self-paced technology and should only be purchased when required by an instructor.

A Down-to-Earth Approach James Henslin shares the excitement of sociology in Essentials of Sociology: A Down-to-Earth Approach, 11/e. With his acclaimed "down-to-earth" approach and personal writing style, the author highlights the sociology of everyday life and its relevance to students' lives. With wit, personal reflection, and illuminating examples, Henslin stimulates students' sociological imagination so they can better perceive how the pieces of society fit together. In addition to this trademark down-to-earth approach, other distinctive features include: comparative perspectives, the globalization of capitalism, and visual presentations of sociology. MySocLab is an integral part of the Henslin learning program. Engaging activities and assessments provide a teaching a learning system that helps students see the world through a sociological lens. With MySocLab, students can develop critical thinking skills through writing, explore real-world data through the new Social Explorer, and watch the latest entries in the Core Concept Video Series. Revel from Pearson is a new learning experience designed for the way today's students read, think, and learn. Revel redesigns familiar and respected course content and enriches it for today's students with new dynamic, rich-media interactives and assessments. The result is improved student engagement and improved learning. Revel for Henslin will be available for Fall 2014 classes. This program will provide a better teaching and learning experience—for you and your students. It: Personalizes Learning with MySocLab: MySocLab is an online homework, tutorial, and assessment program. It helps students prepare for class and instructor gauge individual and class performance. Explores a A Down-to-Earth Approach: This title highlights the sociology of everyday life and its relevance to students' lives. Improves Critical Thinking: Features throughout help build critical thinking skills. Understands Social Change: An important theme of the text, social change over time, examines what society was previously like, how it has changed, and what the implications are for the present and future. ALERT: Before you purchase, check with your instructor or review your course syllabus to ensure that you select the correct ISBN. Several versions of Pearson's MyLab & Mastering products exist for each title, including customized versions for individual schools, and registrations are not transferable. In addition, you may need a CourseID, provided by your instructor, to register for and use Pearson's MyLab & Mastering products. Packages Access codes for Pearson's MyLab & Mastering products may not be included when purchasing or renting from companies other than Pearson; check with the seller before completing your purchase. Used or rental books If you rent or purchase a used book with an access code, the access code may have been redeemed previously and you may have to purchase a new access code. Access codes Access codes that are purchased from sellers other than Pearson carry a higher risk of being either the wrong ISBN or a previously redeemed code. Check with the seller prior to purchase.

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