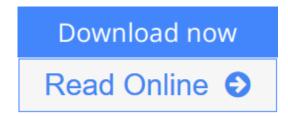


Revenue Management and Pricing: Case Studies and Applications

By Ian Yeoman, Una McMahon-Beattie



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Companies that are better at fulfilling customer needs make better returns. In the current state of the world economy and cutthroat competition, the essence for survival is to create more customer value as percieved by your customers relative to your competitors. From the foreword by EJ Kreiken, KLM Royal Dutch Airlines Revenue Management & Pricing treats revenue management and pricing as a practical subject and demonstrates best practice throughout the tourism and hospitality industries by the extensive use of case material.



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Revenue Management and Pricing: Case Studies and Applications By Ian Yeoman, Una McMahon-Beattie Bibliography

Sales Rank: #1251845 in Books
Published on: 2004-01-29
Original language: English

• Number of items: 1

• Dimensions: .50" h x 7.45" w x 9.67" l, 1.00 pounds

• Binding: Paperback

• 216 pages

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