




# PHILADELPHIA UNIVERSITY LIBRARY

## ONLINE CATALOGUE

### Meeting customer needs

	<b>Author</b>	Smith, Ian
	<b>Publication Data</b>	Oxford: Butterworth Heinemann, 1997
	<b>Edition</b>	2nd ed.
	<b>Physical Description</b>	XIV, 231p
	<b>Series Data</b>	In The Institute of Management Foundation;
	<b>Subject Area</b>	Management
	<b>Subject Headings</b>	Marketing Customer service Customer relations
	<b>Call Number</b>	658.8 SMI
Philadelphia University Library 2011		