

《This Is Service Design Thinking: Basics, Tools, Cases 9781118156308》

书籍信息

版次：1
页数：373
字数：
印刷时间：2012年01月01日
开本：16开
纸张：胶版纸
包装：平装
是否套装：否
国际标准书号ISBN：9781118156308

内容简介

How to design and market services to create outstanding customer experiences

Service design thinking is the designing and marketing of services that improve the customer experience, and the interactions between the service providers and the customers. If you have two coffee shops right next to each other, and each sell the exact same coffee at the exact same price, service design is what makes you walk into one and not the other. Maybe one plays music and the other doesn't. Maybe one takes credit cards and the other is cash only. Maybe you like the layout of one over the other, or one has more comfortable seating. Maybe the staff at one is friendlier, or draws fun shapes on the top of their lattes. All of these nuances relate to service design.

This *Is Service Design Thinking* combines the knowledge of twenty-three international authors and even more online contributors from the global service design community and is divided into three sections:

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