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Brand management to sustain corporate reputation and customer loyalty is essential for both multinationals and indigenous firms in Africa. This book provides a practical overview of country branding and positioning activities in Africa, based on a broad definition of base of the pyramid (BoP) marketing, which includes both goods and services, as well as business-to-business marketing, corporate branding, and country branding. The text highlights branding strategies that can be adopted in BoP markets, as well as marketing mix strategies appropriate for much of the continent. Taking into account the role of social networks, culture, and religion, the book explores avenues for developing and building competitive advantage, and how African countries can leverage country branding as part of the development process. The book is ideal for researchers, educators and advanced students in international marketing, management, and brand strategy who are interested in the unique branding characteristics of the African continent.

Achieving excellence in the fast changing global scenario of business and world economic structure demands deeper insight into the quality management practices. To survive in this competitive and challenging global business arena one needs to adopt quality management strategies that incorporate the best global practices. An attempt has been made in the present book to focus on

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quality aspects and solutions that can enhance global business excellence.

Interest in Financial Services Marketing has grown hugely over the last few decades, particularly since the financial crisis, which scarred the industry and its relationship with customers. It reflects the importance of the financial services industry to the economies of every nation and the realisation that the consumption and marketing of financial services differs from that of tangible goods and indeed many other intangible services. This book is therefore a timely and much needed comprehensive compendium that reflects the development and maturation of the research domain, and pulls together, in a single volume, the current state of thinking and debate. The events associated with the financial crisis have highlighted that there is a need for banks and other financial institutions to understand how to rebuild trust and confidence, improve relationships and derive value from the marketing process. Edited by an international team of experts, this book will provide the latest thinking on how to manage such challenges and will be vital reading for students and lecturers in financial services marketing, policy makers and practitioners.

The first text to move away from an older paradigm of simply 'making events work' and managing inputs, to show how to manage a sector that now needs to be: outcome obsessed, stakeholder centric, strategically focused and driven by strategically aware reflective professionals.

Leisure Services Management begins by presenting a

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firm foundation of competency-based management. Students will learn what management is, what the manager's role is, and how their work affects their agency and their customers. They will also explore specific management areas such as marketing, financial management, human resources, employee development, communication, and evaluation. Throughout the text, students will be encouraged to apply their own experiences to the concepts being discussed to deepen their understanding of the profession.

Does your staff deliver the highest quality service possible? Customers today expect a very high overall level of service in hospitality, tourism, and leisure. Competition in these fields will thus be driven by strategies focusing on quality of service to add value, as opposed to product or price differentiation. *Service Quality Management in Hospitality, Tourism, and Leisure* highlights concepts and strategies that will improve the delivery of hospitality services, and provides clear and simple explanations of theoretical concepts as well as their practical applications! Practitioners and educators alike will find this book to be invaluable in their businesses and in preparing students for the business world. This essential book provides you with clear, comprehensive explanations of theoretical concepts and methods that will give you the competitive edge in this fast-changing field. Topics covered include: services management marketing operations management human resources management service quality management *Service Quality Management in Hospitality, Tourism, and Leisure* brings together an array of pertinent materials

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that will measure and enhance customer satisfaction and help you provide superior hospitality services, and groups them in easy-to-use clusters for quick reference. Value-Added, Every Time. Grewal's value-based approach emphasizes that even the best products and services will go unsold if marketers cannot communicate their value. M: Marketing is the most concise, impactful approach to Principles of Marketing on the market, with tightly integrated topics that explore both marketing fundamentals and new influencers, all in an engaging format that allows for easy classroom and assignment management. A robust suite of instructor resources and regularly updated Grewal/Levy author blog provide a steady stream of current, fresh ideas for the classroom. Grewal/Levy's M: Marketing 6th edition is available through McGraw-Hill Connect®, a subscription-based learning service accessible online through personal computer or tablet.

Marketing in Travel and Tourism aims to guide and support readers through the complexities of tourism marketing in the 21st Century. It sets out clear explanations of marketing principles and concepts adapted from mainstream services marketing, and goes on to illustrate the range of applications currently practised in the modern visitor economy. Now in its fourth edition, and reprinted almost every year since 1988, each chapter of the book has been updated to include current evaluations of all the key developments in marketing, especially consumer centric marketing and the now focal role of the Internet in the marketing mix. The chapters on communicating with customers have

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been extensively rewritten to take account of e-marketing and related marketing developments in tourism that are pulled together in a forward looking Epilogue. This fully revised edition includes: full colour interior with pedagogic features such as discussion questions and exercises to encourage further exploration of key areas new material on the role of e-marketing, motivations and consumer behaviour five in-depth international case studies, including Tourism New Zealand and Agra Indian World Heritage Site, along with 17 mini cases to contextualise learning a companion website: www.elsevierdirect.com/9780750686938, packed with extra resources such as Power Point slides and interactive multiple choice questions to aid teaching and learning Marketing in Travel and Tourism provides a truly international and comprehensive guide to marketing in the global travel industry, an indispensable text for all students and lecturers.

These proceedings compile selected papers from presenters at the Conference: Managing Digital Industry, Technology and Entrepreneurship 2019 (CoMDITE 2019) which was held on July 10-11, 2019. There are 122 papers from various universities and higher educational institutions in Indonesia and Malaysia. The main research topics in these proceedings are related to: 1) Strategic Management and Ecosystem Business, 2) Digital Technology for Business, 3) Digital Social Innovation, 4) Digital Innovation and Brand Management, 5) Digital Governance, 6) Financial Technology, 7) Digital and Innovative Education, 8) Digital Marketing. 9) Smart City, 10) Digital Talent Management, and 11)

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Entrepreneurship. All the papers in the proceedings highlight research results or literature reviews that will both contribute to knowledge development in the field of digital industry.

Society, globally, has entered into what might be called the "service economy." Services now constitute the largest share of GDP in most countries and provide the major source of employment in both developed and developing countries. Services permeate all aspects of peoples' lives and are becoming inseparable from most aspects of economic activity. "Quality management" has been a dominating managerial practice since World War II. With quality management initially associated with manufacturing industries, one might assume the relevance of quality management might decrease with the emergence of the service economy. To the contrary, the emergence of the service economy strengthened the importance of quality issues, which no longer are associated only with manufacturing industries but are increasingly applied in all service sectors, as well. Today, we talk not only about product or service quality but have even expanded the framework of quality to quality of life and quality of environment. Thus, quality and services have emerged in parallel as closely interrelated fields. The Encyclopedia of Quality and the Service Economy explores such relevant questions as: What are the characteristics, nature, and definitions of quality and services? How do we define quality of products, quality of services, or quality of life? How are services distinguished from goods? How do we measure various aspects of quality and services? How can products and

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service quality be managed most effectively and efficiently? What is the role of customers in creation of values? These questions and more are explored within the pages of this two-volume, A-to-Z reference work. A versatile manual that can be used to stimulate product innovation, benchmarking analysis, and engineering design, this book goes beyond theory to provide relevant advanced methods and techniques that readers can apply in their work for both short- and long-term results. The author links Quality Function Deployment (QFD) with other quality design techniques and discusses processes for improving its effectiveness. He also highlights methods for selecting a product's technical features. Real implementation case studies and numerous examples illustrate the concepts, including the Qualitometro method for designing and measuring quality in the service sector.

The text provides information on the core elements of the subject of marketing without the depth that often surrounds these to ensure that the basic concepts are easily identifiable and accessible. Students on MBA courses often do not have time to read a long text as they are studying many subjects, therefore they require a good, basic guide pitched at the appropriate level to be able to be absorbed quickly but still provide enough of a strategic element to stretch them. Written by a successful author team, *Management of Marketing* covers the key topics of the marketing component of an MBA course and provides a good balance of theory and application to ensure both aspects of the core concepts are covered.

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The ultimate instructional guide to achieving success in the service sector Already responsible for employing the bulk of the U.S. workforce, service-providing industries continue to increase their economic dominance.

Because of this fact, these companies are looking for talented new service systems engineers to take on strategic and operational challenges. This instructional guide supplies essential tools for career seekers in the service field, including techniques on how to apply scientific, engineering, and business management principles effectively to integrate technology into the workplace. This book provides: Broad-based concepts, skills, and capabilities in twelve categories, which form the "Three-Decker Leadership Architecture," including creative thinking and innovations in services, knowledge management, and globalization Materials supplemented and enhanced by a large number of case studies and examples Skills for successful service engineering and management to create strategic differentiation and operational excellence for service organizations Focused training on becoming a systems engineer, a critically needed position that, according to a 2009 Moneyline article on the best jobs in America, ranks at the top of the list Service Systems Management and Engineering is not only a valuable addition to a college classroom, but also an extremely handy reference for industry leaders looking to explore the possibilities presented by the expanding service economy, allowing them to better target strategies for greater achievement.

Valued by instructors and students alike, Foundations of Marketing presents an accessible introduction to

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Marketing. Packed with examples and end of chapter case studies highlighting the real world application of marketing concepts, this fully updated Sixth Edition features digital marketing integrated throughout the chapters as well as a dedicate chapter on marketing planning and strategy. Discover: How marketing adds value to customers and organizationsHow innovative brand positioning drives commercial successHow new digital marketing communication techniques are being used by companies to drive their brand awareness and engagement, as well as customer retention and conversion levelsHow marketing planning and strategy gives direction to an organization's marketing effort and co-ordinates its activities. Key features: Marketing Spotlights showcase the marketing innovations of brands including Adidas, Crayola, Samsung and KFC. Marketing in Action boxes offer varied examples of real companies' campaigns in the UK, Scandinavia, The Netherlands and internationally. Critical Marketing Perspective boxes encourage critical thinking of ethical debates to stimulate student discussion about socially responsible practice and encourage critical analysis of these issues. 12 brand new end of chapter Case Studies including Fjallraven, Primark, Uber and BrewDog give in-depth analysis of companies' marketing strategies, with dedicated questions to provoke student enquiry. Marketing Showcase videos feature interviews with business leaders and marketing professionals, offering insights into how different organisations have successfully harnessed the elements of the marketing mix.

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This book is a printed edition of the Special Issue "Human Factors in Green Building" that was published in Buildings

This edited Promotion and Marketing Communications book is an original volume that presents a collection of chapters authored by various researchers and edited by marketing communication professionals. To survive in the competitive world, companies feel an urge to achieve a competitive advantage by applying accurate marketing communication tactics. Understanding marketing communication is an essential aspect for any field and any country. Hence, in this volume there is the latest research about marketing communication under which marketing strategies are delicately discussed. This book does not only contribute to the marketing and marketing communication intellectuals but also serves different sector company managerial positions and provides a guideline for people who want to attain a career in this field, giving them a chance to acquire the knowledge regarding consumer behavior, public relations, and digital marketing themes.

The rise of technology in human culture has changed almost every facet of society. Technology is especially useful regarding sustainable development. These technologies can cause significant greenhouse gas reductions and other benefits in terms of logistics and smart cities. New technology applied in this way can greatly help the human effort to restore the environment. Disruptive Technologies and Eco-Innovation for Sustainable Development provides an in-depth look into the new techniques, strategies, and technologies for achieving environmental sustainability through best business and technology practices. The book covers topics such as

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eco-innovation, green criteria, Agriculture 4.0, and topics related to logic, philosophy, and history of science and technology from the green/sustainable point of view. It is essential for managers, academicians, scientists, students, and researchers in various government, public, and private sectors.

The term Facilities Management has become global but fraught with confusion as to what the term signifies. For some, notably in the USA, Facilities Management remains a discipline of human ecology. Elsewhere the term has become conflated with an alternative meaning: providing or outsourcing the provision of various services essential to the operation of particular buildings. This volume redresses that imbalance to remind Facilities Management of its roots, presenting evidence of Facilities Management success stories that engage the wider objectives of the organizations they serve, and engaging students, scholars and critical practitioners of general management with an appreciation of the power and influence of physical space and its place in the theory and practice of organizations. This book includes management perspectives from outside the field to ensure that the issues raised are seen in an organizational and management context, informing debate within the Facilities Management fraternity. It draws on human ecology and the perspective of the firm as, itself, an intra-organizational ecology of social constructs. The ecology of a firm is not restricted to the firm's boundaries. It extends to wider relationships between the firm and its stakeholders including, in an age of outsourced building services, the Facilities Management supply chain. This volume offers arguments and evidence that managing such constructs is a key role for Facilities Management and an important participant in the provision of truly usable spaces.

Zeithaml's Services Marketing introduces readers to the vital

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role that services play in the economy and its future. Services dominate the advanced economies of the world, and virtually all companies view services as critical to retaining their customers. The seventh edition maintains a managerial focus by incorporating company examples and strategies for addressing issues in every chapter, emphasizing the knowledge needed to implement service strategies for competitive advantage across industries. New research references and examples in every chapter include increased coverage of new business model examples such as Airbnb, Uber, OpenTable, Mint/Intuit, and others, alongside greater emphasis on technology, digital and social marketing, Big Data, and data analytics as a service. View Table of Contents and Features below for more information.

Marketing: A Relationship Perspective is back for a second edition and continues to set a benchmark for achievement in introductory marketing courses across Europe. It is a comprehensive, broad-based, and challenging basic marketing text, which describes and analyzes the basic concepts and strategic role of marketing and its practical application in managerial decision-making. It integrates the 'new' relationship approach into the traditional process of developing effective marketing plans. The book's structure fits to the marketing planning process of a company. Consequently, the book looks at the marketing management process from the perspective of both relational and transactional approach, suggesting that a company should, in any case, pursue an integrative and situational marketing management approach. Svend Hollensen's and Marc Opresnik's holistic approach covers both principles and practices, is drawn in equal measure from research and application, and is an ideal text for students, researchers, and practitioners alike.

Offers a new dimension to the halal industry as the chapters

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cover various aspects from marketing, food tourism, economics, internal marketing, corporate governance, accounting, hospitality to halal certification that deal with complying to the halal standard. Interesting fact on Islamic dietary laws amalgamates the business practices in the hospitality sector with Muslim religious needs. As such, Islamic principles must be adhered at all times as far as halal business is concerned. This book focuses Islamic interdisciplinary and will appeal to students, academician, researchers and halal industry practitioners.

Today, more people in the western world earn a living from producing services than making manufactured goods. Now in its sixth edition, Principles of Services Marketing offers a comprehensive and contemporary introduction for students taking a module in services marketing. Fully updated and revised throughout, it reflects the latest technological developments and their impact for services marketing. New for this edition....

- *Increased coverage of the customer experience
- *Highlights Web 2.0 for peer-to-peer interaction.
- *More on social networking sites and mobile internet
- *Focus on how the credit crunch impacts services marketing
- *Emphasis on ecological issues and their implications for marketing services

Endorsed by EuropeActive, this text includes fundamentals and best practices of concepts, duties and responsibilities that fitness instructors perform on the job. The content applies to level 3 of the European Qualifications Framework. Proven methodologies to enhance business value by exploiting the latest global technology trends and best business and IT practices There is no doubt that a tidal wave of change is hitting the area of business technology; new business models are forming around the cloud, new insights on how an enterprise runs is being aided by mining massive transactional and operational data sets. Decision-making is

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becoming almost prescient through new classes of data visualization, data analytics, and dashboards. Despite the promise of technologies to make a difference, or perhaps because of it, IT organizations face continued challenges in realizing partnerships and trust with their business partners. While many books take on elements of these emerging developments or address the stubborn barriers to "real" partnership, none make the practices involved fit together in a highly effective fashion - until now. Strategic IT Management in Turbulent Times reveals how this framework ensures that organizations make the right strategic decisions to succeed in times of turbulence and change. Draws together authors with global experience including the Americas, Europe, Pacific Rim, and Africa Offers a comprehensive framework for IT and business managers to maximize the value IT brings to business Addresses the effects of turbulence on business and IT Focuses on developing partnerships and trust with business With practical examples and implementation guidance based on proven techniques developed by the authors over the past twenty years, Strategic IT Management in Turbulent Times considers the challenges facing today's enterprise, IT's critical role in value creation, and the practical road map for achieving strategic IT management competencies.

Grewal/Levy's Marketing shows today's social, mobile and digital student population how marketing adds value and how firms rely on value for establishing lasting relationships with their customers. Underscoring that even the best products and services will go unsold if marketers cannot communicate their value, Marketing explores fundamentals and new influencers, with comprehensive coverage and topics like social media and ethics integrated throughout. A robust suite of

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instructor resources and regularly updated grewallevymarketing.com blog will keep classroom discussions current and engaging.

th CAiSE 2004 was the 16 in the series of International Conferences on Advanced Information Systems Engineering. In the year 2004 the conference was hosted by the Faculty of Computer Science and Information Technology, Riga Technical University, Latvia. Since the late 1980s, the CAiSE conferences have provided a forum for the presentation and exchange of research results and practical experiences within the field of Information Systems Engineering. The conference theme of CAiSE 2004 was Knowledge and Model Driven Information Systems Engineering for Networked Organizations. Modern businesses and IT systems are facing an ever more complex environment characterized by openness, variety, and change. Organizations are becoming less self-sufficient and increasingly dependent on business partners and other actors. These trends call for openness of business as well as IT systems, i.e. the ability to connect and interoperate with other systems. Furthermore, organizations are experiencing ever more variety in their business, in all conceivable dimensions. The different competencies required by the workforce are multiplying. In the same way, the variety in technology is overwhelming with a multitude of languages, platforms, devices, standards, and products. Moreover, organizations need to manage an environment that is constantly changing and where lead times, product life cycles, and partner relationships are shortening. Thedem

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and of having to constantly adapt IT to changing technologies and business practices has resulted in the birth of new ideas which may have a profound impact on the information systems engineering practices in future years, such as autonomic computing, component and services marketplaces and dynamically generated software.

Most of the current literature on healthcare operations management is focused on importing principles and methods from manufacturing. The evidence of success is scattered and nowhere near what has been achieved in other industries. This book develops the idea that the logic of production, and production systems in healthcare is significantly different. A line of thinking that acknowledges the ingenious characteristics of health service production is developed. This book builds on a managerial segmentation of healthcare based on fundamental demand-supply constellations. Demand can be classified with the variables urgency, severity, and randomness. Supply is constrained by medical technology (accuracy of diagnostics, efficacy of therapies), patient health behavior (co-creation of health), and resource availability. Out of this emerge seven demand-supply-based operational types (DSO): prevention, emergencies, one-visit, electives, cure, care, and projects. Each of these have distinct managerial characteristics, such as time-perspective, level of co-creation, value proposition, revenue structure, productivity and other key performance indicators (KPI). The DSOs can be envisioned as platforms upon which clinical modules are attached. For example, any

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Emergency Department (ED) must be managed to deal with prioritization, time-windows, agitated patients, the necessity to save and stabilize, and variability in demand. Specific clinical assets and skill-sets are required for, say, massive trauma, strokes, cardiac events, or poisoning. While representing different specialties of clinical medicine they, when applied in the emergency – context, must conform to the demand-supply-based operating logic. A basic assumption in this book is that the perceived complexity of healthcare arises from the conflicting demands of the DSO and the clinical realms. The seven DSOs can neatly be juxtaposed on the much-used Business Model Canvas (BMC), which postulates the business model elements as value proposition; customer segments, channels and relations; key activities, resources and partners; the cost structure; and the revenue model.

Small and medium-sized enterprises (SMEs) dominate the market in terms of sheer number of organisations; yet, scholarly resource materials to assist in honing skills and competencies have not kept pace. This well renowned textbook guides students through the complexities of entrepreneurship from the unique perspective of marketing in SME contexts, providing a clear grounding in the principles, practices, strategies, challenges, and opportunities faced by businesses today. SMEs now need to step up to the terrain of mobile marketing and consumer-generated marketing and utilise social media marketing tools. Similarly, the activities of various stakeholders in SME businesses like start-up accelerators, business incubators, and crowdfunding

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have now gained more prominence in SME activities. This second edition advances grounds covered in the earlier edition and has been fully updated to reflect this new, dynamic business landscape. Updates include: A consideration of social media imperatives on SME marketing; Discussion of forms of capital formation and deployment for marketing effectiveness, including crowdfunding; Updated international case studies drawn from diverse backgrounds; Hands-on practical explorations based on real-life tasks to encourage deeper understanding. This book is perfect for students studying SMEs, Marketing and Enterprise at both advanced undergraduate and postgraduate levels, as well as professionals looking to obtain the required knowledge to operate their businesses in this increasingly complex and turbulent marketing environment.

Services Marketing, 6/e, is written for students and businesspeople who recognise the vital role that services play in the economy and its future. The advanced economies of the world are now dominated by services, and virtually all companies view service as critical to retaining their customers today and in the future. This edition focuses on knowledge needed to implement service strategies for competitive advantage across industries. In addition to standard marketing topics (such as pricing), this text introduces students to entirely new topics that include management and measurement of service quality, service recovery, the linking of customer measurement to performance measurement, service blueprinting, customer cocreation, and cross-functional

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treatment of issues through integration of marketing with disciplines such as operations and human resources. Each of these topics represents pivotal content for tomorrow's businesses as they attempt to build strong relationships with their customers.

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The European Journal of Tourism Research is an interdisciplinary scientific journal in the field of tourism, published by Varna University of Management, Bulgaria. Its aim is to provide a platform for discussion of theoretical and empirical problems in tourism.

Publications from all fields, connected with tourism such as management, marketing, sociology, psychology, geography, political sciences, mathematics, statistics, anthropology, culture, information technologies and others are invited. The journal is open to all researchers.

Young researchers and authors from Central and Eastern Europe are encouraged to submit their contributions. Regular Articles in the European Journal of Tourism Research should normally be between 4 000 and 20 000 words. Major research articles of between 10 000 and 20 000 are highly welcome. Longer or shorter papers will also be considered. The journal publishes also Research Notes of 1 500 – 2 000 words. Submitted papers must combine theoretical concepts with practical applications or empirical testing. The European Journal of Tourism Research includes also the following sections: Book Reviews, announcements for Conferences and Seminars, abstracts of successfully defended Doctoral Dissertations in Tourism, case studies of Tourism Best Practices. The European Journal of

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Tourism Research is published in three Volumes per year. The full text of the European Journal of Tourism Research is available in the following databases: EBSCO Hospitality and Tourism Complete, CABI Leisure, Recreation and Tourism, ProQuest Research Library. Individual articles can be rented via journal's page at DeepDyve. The journal is indexed in Scopus and Thomson Reuters' Emerging Sources Citation Index. The editorial team welcomes your submissions to the European Journal of Tourism Research.

Value creation is a pivotal aspect of the modern business industry. By implementing these strategies into initiatives and processes, deeper alliances between customers and organizations can be established. The Handbook of Research on Strategic Alliances and Value Co-Creation in the Service Industry is a comprehensive source of scholarly material on frameworks for the effective management of value co-creation in contemporary business contexts. Highlighting relevant perspectives across a range of topics, such as public relations, service-dominant logic, and consumer culture theory, this publication is ideally designed for professionals, researchers, graduate students, academics, and practitioners interested in emerging developments in the service industry.

The Routledge Handbook of Service Research Insights and Ideas offers authoritative coverage of current scholarship in the expanding discipline of service research. Original chapters from the world's leading specialists in the discipline explore

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foundations and innovations in services, highlighting important issues relating to service providers, customers, and service design. The volume goes beyond previous publications by drawing together material from different functional areas, including marketing, human resource management, and service process design and operations. These topics are important in helping readers become knowledgeable about how different functional areas interact to create a successful customer experience. This book is ideal as a first port of call for postgraduate students desiring to get up to speed quickly in the services discipline. It is also a must-read for academics new to services who want to access cutting-edge research.

Asian Dimensions of Services Marketing delves into the world of industry in Asia. There has been phenomenal growth in that continent's service industries over the past few decades, and this book covers several important aspects of marketing services. These include the influence of reference groups in the service industries of Singapore, and influences upon the relationship between service performance and customer satisfaction in the Thai cultural and business setting. This book also discusses perceived success factors for multinational professional service firms in South Korea, examines how store atmosphere impacts the emotional well-being of Chinese customers in a

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leisure service setting, and more!

Services Marketing: People, Technology, Strategy is the eighth edition of the globally leading textbook for Services Marketing by Jochen Wirtz and Christopher Lovelock, extensively updated to feature the latest academic research, industry trends, and technology, social media and case examples. This textbook takes on a strong managerial approach presented through a coherent and progressive pedagogical framework rooted in solid academic research.

Featuring cases and examples from all over the world, Services Marketing: People, Technology, Strategy is suitable for students who want to gain a wider managerial view of Services Marketing.

Outlining 10 steps in the personal selling process—from prospecting for new business to closing a deal—this guide explains the art of the sale. The importance of listening to customers, clarifying the difference between selling a product and a service, and emphasizing the importance of business ethics are revealed. Descriptions of the options available to those seeking a career in sales are included, as is an exploration of the impact of the sales profession on the economy, and a reminder that all jobs require some amount of selling.

This book outlines the development of service leadership curricula, programs and materials designed for university students in Hong Kong. In addition, it includes evaluation studies and specific

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service leadership programs, making it a pioneering book that integrates service leadership and student wellbeing for Chinese university students. In view of the transformation of industries resulting in shifts from manufacturing economies to service economies, the book takes a holistic approach to leadership development, focusing on three basic components of effective service leadership that are closely related to student wellbeing: leadership competencies such as emotional intelligence and resilience, moral character, and a caring disposition. This approach represents a move away from literature that emphasizes the elite leadership model, assuming that leadership is the privilege of a talented few. By extension, it argues that the promotion of service leadership qualities is a good strategy for promoting student wellness. The individual chapters are extended versions of papers presented at the “International Conference on Service Leadership Education for University Students: Experience in Hong Kong,” which was held in May 2014. The book offers a valuable contribution to Chinese and global academic literature on service leadership and will benefit researchers and educators alike.

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