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CONSUMER BEHAVIOR combines a foundation in key concepts from psychology, sociology, and anthropology with a highly practical focus on real-world applications for today's business environment. The new edition of this popular, pioneering text incorporates the latest cutting-edge research and current business practices, including extensive coverage of emotion in consumer decision making. In addition, the Fifth Edition includes an increased emphasis on public policy and ethical issues--both extremely timely topics in today's corporate climate. With even more real-world examples and application exercises, including new cases at the end of each chapter, CONSUMER BEHAVIOR provides a thorough, yet engaging and enjoyable guide to this essential subject, enabling students and professionals alike to master the skills they need to succeed. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

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emotion in consumer decision making. In addition, the Sixth Edition includes an increased emphasis on social responsibility and ethics in marketing. With even more real-world examples and application exercises, including new opening examples and closing cases in every chapter, CONSUMER BEHAVIOR provides a thorough, yet engaging and enjoyable guide to this essential subject, enabling students and professionals alike to master the skills they need to succeed. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Marketing Analytics: Strategic Models and Metrics offers marketing students and professionals a practical guide to strategic decision models and marketing metrics. The tools described in the book will aid marketers in making intelligent decisions to drive revenue and results in their organizations. The book contains a wealth of information on marketing analytics: Almost 500 pages of text, covering a wide variety of decision models and metrics Nearly 400 figures, including diagrams, tables, and charts Step-by-step instructions on market segmentation, conjoint analysis, and other techniques Current examples demonstrating how organizations are applying models and metrics The list of chapters below includes a sample of the topics: Chapter 1. Introduction - Introduction to marketing analytics Chapter 2. Market Insight - Market sizing and trend analysis Chapter 3. Market Segmentation - Segment identification, analysis, and strategy Chapter 4. Competitive Analysis - Competitor identification, analysis, and strategy Chapter 5. Business Strategy - Analytics-based strategy selection Chapter 6. Business Operations - Forecasting, predictive analytics, and data mining Chapter 7. Product and Service Analytics - Conjoint analysis and product/service metrics Chapter 8. Price Analytics - Pricing techniques and assessment Chapter 9. Distribution Analytics - Analytics-based channel evaluation and selection Chapter 10. Promotion Analytics - Promotion budget estimation and allocation Chapter 11. Sales Analytics - Metrics for sales, profitability, and support Chapter 12. Analytics in Action - Pivot tables and data-driven presentations Edition: First Edition, Version 1.1, introduced November 2013. Revision 1.1 incorporates minor corrections and edits. It retains the same layout as the original release (First Edition, Version 1.0). See StephanSorger.com for a complete record of all changes.

Master practical strategic marketing analysis through real-life case studies and hands-on examples. In Cutting Edge Marketing Analytics, three pioneering experts integrate all three core areas of marketing analytics: statistical analysis, experiments, and managerial intuition. They fully detail a best-practice marketing analytics methodology, augmenting it with case studies that illustrate the quantitative and data analysis tools you'll need to allocate resources, define optimal marketing mixes; perform effective analysis of customers and digital marketing campaigns, and create high-value dashboards and metrics. For each marketing problem, the authors help you: Identify the right data and analytics techniques Conduct the analysis and obtain insights from it Outline what-if scenarios and define optimal solutions Connect your insights to strategic decision-making Each chapter contains technical notes, statistical knowledge, case studies, and real data you can use to perform the analysis yourself. As you proceed, you'll gain an in-depth understanding of: The real value of marketing analytics How to integrate quantitative analysis with managerial sensibility How to apply linear regression, logistic regression, cluster analysis, and Anova models The crucial role of careful experimental design For all marketing professionals specializing in marketing analytics and/or business intelligence; and for students and faculty in all graduate-level business courses covering Marketing Analytics, Marketing Effectiveness, or Marketing Metrics

Marketing attempts to influence the way consumers behave. These attempts have implications for the organizations making the attempt, the consumers they are trying to influence, and the society in which these attempts occur. We are all consumers and we are all members of society, so consumer behavior, and attempts to influence it, are critical to all of us. This text is designed to provide an understanding of consumer behavior. This understanding can make us better consumer, better marketers, and better citizens. A primary purpose of this text is to provide the student with a usable, managerial understanding of consumer behavior.-Pref.

Consumer Behaviour in Action introduces marketing students to the fundamental concepts of consumer behaviour in a contemporary context. The text provides a distinctly balanced approach as it balances theory with practical applications and research methods for understanding consumers. Practicalexamples and case studies provide global, regional and local industry examples. Research and insights from fields such as psychology, sociology and complex systems are included. Extended cases studies covering topics such as Nike, Cricket Australia, Target, and McDonalds in overseas markets, drawtogether each part of the book to bring together the themes discussed and encourage students to encourage a deeper understanding of the material. The accompanying enriched eBook and supplementary digital resources provides superior ready-to-use support for both students and lecturers.

The Bar and Beverage Book explains how to manage the beverage option of a restaurant, bar, hotel, country club—any place that serves beverages to customers. It provides readers with the history of the beverage industry and appreciation of wine, beer, and spirits; information on equipping, staffing, managing, and marketing a bar; and the purchase and mixology of beverages. New topics in this edition include changes to regulations regarding

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the service of alcohol, updated sanitation guidelines, updates to labor laws and the employment of staff, and how to make your operation more profitable. New trends in spirits, wine, and beer are also covered.

This work shows how the various elements of consumer analysis fit together in an integrated framework, called the Wheel of Consumer Analysis. Psychological, social and behavioural theories are shown as useful for understanding consumers and developing more effective marketing strategies. The aim is to enable students to develop skills in analyzing consumers from a marketing management perspective and in using this knowledge to develop and evaluate marketing strategies. The text identifies three groups of concepts - affect and cognition, behaviour and the environment - and shows how these they influence each other as well as marketing strategy. The focus of the text is managerial, with a distinctive emphasis on strategic issues and problems. Cases and questions are included in each chapter.

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