



Waiting Time Management

By Mohamed T. A. Abdelmawgoud

LAP Lambert Academic Publishing Feb 2016, 2016. Taschenbuch. Book Condition: Neu. 220x150x12 mm. This item is printed on demand - Print on Demand Neuware - This book is a scientific comprehensive guide for managers to manage waiting time at both service and productive enterprises such as hotels, restaurants, airports, banks, hospitals, clinics, call centers, clubs, factories, etc. It contains definitions, theories, models, and practical cases which enable managers to recover waiting time effectively. This book is organized into five chapters: Chapter One presents the research problem, its importance, aims, and structure; Chapter Two includes a review of the literature related to waiting time satisfaction, and waiting time management; Chapter Three shows the research methodology; Chapter Four highlights the results of a survey, an operational standards manual and a statistical analysis; and Chapter Five provides the summary and conclusion of the study focusing on its main contributions on which recommendations for future research are based. After finishing this book, you will be able to define the causes of the prolonged waiting time, the correlation of the service waiting-time to customers' satisfaction, the critical waiting time, the optimal time standards, and the effective waiting-time management techniques. 192 pp. Englisch.



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