

Services Marketing 6th Edition

Services Marketing Global Marketing, Global Edition Global Marketing Food and Beverage Management Small Business: An Entrepreneur's Business Plan Fundamentals of Selling Services Marketing Services Marketing Torkildsen's Sport and Leisure Management Services Marketing Principles of Services Marketing The Marketing Book Loose Leaf for M: Marketing SERVICES MARKETING The Marketing Plan Handbook, 6th Edition Services Marketing Services Marketing Services Marketing: Global Edition Services Marketing 3E Essentials of Marketing Good Works! Marketing of Services Marketing Marketing Strategy, Text and Cases The Amazement Revolution Customer Service Services Marketing Services Marketing The Business of Fashion A Framework for Marketing Management Customer Service Digital Marketing Social Marketing Service Management and Marketing Market-based Management Services Marketing : People, Technology, Strategy Hospitality Marketing Management, 6th Edition Marketing for Hospitality and Tourism How to Market Books Services Marketing

Services Marketing

FUNDAMENTALS OF SELLING: Customers For Life Through Service, 8e is one of McGraw-Hill's best-selling texts in the Selling discipline. Its approach is classic and practical and emphasizes role-play. FUNDAMENTALS, written by a salesperson turned teacher, draws widely from Charles Futrell's experience as a sales professional rather than from a staid theoretical perspective. The text is filled with practical tips and business-examples gleaned from years of experience in sales with Colgate, Upjohn, and Ayerst and from the author's sales consulting business. Charles Futrell focuses on improving communication skills and emphasizes that no matter what career a student pursues, selling skills are a valuable asset.

Global Marketing, Global Edition

For undergraduate and graduate courses in global marketing The excitement, challenges, and controversies of global marketing. Global Marketing reflects current issues and events while offering conceptual and analytical tools that will help students apply the 4Ps to global marketing. MyMarketingLab for Global Marketing is a total learning package. MyMarketingLab is an online homework, tutorial, and assessment program that truly engages students in learning. It helps students better prepare for class, quizzes, and exams—resulting in better performance in the course—and provides educators a dynamic set of tools for gauging individual and class progress.

Global Marketing

Food and Beverage Management

'Baverstock is to book marketing what Gray is to anatomy; the undisputed champion.' Richard Charkin, Executive Director of Bloomsbury Publishing and

President Elect of the International Publishers Association Over four editions, Alison Baverstock's *How to Market Books* has established itself as the industry standard text on marketing for the publishing industry, and the go-to reference guide for professionals and students alike. With the publishing world changing like never before, and the marketing and selling of content venturing into uncharted technological territory, this much needed new edition seeks to highlight the role of the marketer in this rapidly changing landscape. The new edition is thoroughly updated and offers a radical reworking and reorganisation of the previous edition, suffusing the book with references to online/digital marketing. The book maintains the accessible and supportive style of previous editions but also now offers: a number of new case studies detailed coverage of individual market segments checklists and summaries of key points several new chapters a foreword by Michael J Baker, Professor Emeritus of Marketing, Strathclyde University.

Small Business: An Entrepreneur's Business Plan

Customer Service: Career Success through Customer Loyalty, 5e provides a systematic process for building service skills that all business people need. Presented in a friendly, conversational manner, the text is filled with examples that demonstrate the link between service skills and career achievement. This edition is reorganized so it is easy to see how key concepts fit together. New information is included on internal customers, emerging technologies, and stress-reducing techniques. Throughout the text, there is an emphasis on transforming good service intentions into a workable plan that exceeds customer expectations and creates loyalty and success.

Fundamentals of Selling

For undergraduate courses in Service Marketing This title is a Pearson Global Edition. The Editorial team at Pearson has worked closely with educators around the world to include content which is especially relevant to students outside the United States. The fundamentals of services marketing presented in a strategic marketing framework. Organized around a strategic marketing framework *Services Marketing* provides instructors with maximum flexibility in teaching while guiding students into the consumer and competitive environments in services marketing. The marketing framework has been restructured for this edition to reflect what is happening in services marketing today.

Services Marketing

A guide to the principle of customer amazement. Hyken uses fifty companies as role-model examples to teach seven powerful strategies that will kick-start the revolution in your organization.

Services Marketing

Successful social marketing holds the power to change the world. For almost two decades, *Social Marketing: Behavior Change for Social Good* has been the definitive guide for designing and implementing memorable social marketing

campaigns. Bestselling authors Nancy R. Lee and Philip Kotler present a proven 10 Step Strategic Social Marketing Planning Model and guides students and practitioners through each stage of the process. The new Sixth Edition is packed with more than 25 new cases and dozens of new examples related to today's most pressing social problems including the opioid epidemic, climate change, youth suicide, and more. The new edition also includes significantly expanded coverage of social media. Whether you are on a mission to improve public health, protect the environment, or galvanize their community, you will find Social Marketing an invaluable resource.

Torkildsen's Sport and Leisure Management

Significantly revised, restructured, and updated to reflect the challenges facing service managers in the 21st century, this book combines conceptual rigor with real world examples and practical applications. Exploring both concepts and techniques of marketing for an exceptionally broad range of service categories and industries, the Sixth Edition reinforces practical management applications through numerous boxed examples, eight up-to-date readings from leading thinkers in the field, and 15 recent cases. For professionals with a career in marketing, service-oriented industries, corporate communication, advertising, and/or public relations.

Services Marketing

The Marketing Book is everything you need to know but were afraid to ask about marketing. Divided into 25 chapters, each written by an expert in their field, it's a crash course in marketing theory and practice. From planning, strategy and research through to getting the marketing mix right, branding, promotions and even marketing for small to medium enterprises. This classic reference from renowned professors Michael Baker and Susan Hart was designed for student use, especially for professionals taking their CIM qualifications. Nevertheless, it is also invaluable for practitioners due to its modular approach. Each chapter is set out in a clean and concise way with plenty of diagrams and examples, so that you don't have to dig for the information you need. Much of this long-awaited seventh edition contains brand new chapters and a new selection of experts to bring you bang up to date with the latest in marketing thought. Also included are brand new content in direct, data and digital marketing, and social marketing. If you're a marketing student or practitioner with a question, this book should be the first place you look.

Principles of Services Marketing

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. For courses in Hospitality Marketing, Tourism Marketing, Restaurant Marketing, or Hotel Marketing. Marketing for Hospitality and Tourism, 7/e is the definitive source for hospitality marketing. Taking an integrative approach, this highly visual, four-color book discusses hospitality marketing from a team perspective, examining each hospitality department and its role in the marketing mechanism. These best-selling authors are known as leading marketing educators and their book, a global phenomenon, is the leading resource on hospitality and tourism marketing. The

Seventh Edition of this popular book includes new and updated coverage of social media, destination tourism and other current industry trends, authentic industry cases, and hands-on application activities.

The Marketing Book

European economies are now dominated by services, and virtually all companies view service as critical to retaining their customers today and in the future. This European edition provides students with a complete introduction to the unique marketing challenges that services present. Guiding students to recognize and understand these special characteristics, the text also explores frameworks for developing and implementing service strategies for competitive advantage across a wide array of industries. European examples, cases and readings have been integrated throughout the chapters, and the material has also been updated and restructured to reflect the latest thinking in services marketing. This book is ideal for services marketing modules at the undergraduate, postgraduate (both masters and doctoral courses), and executive education levels.

Loose Leaf for M: Marketing

Hospitality Marketing Management, 6th Edition explores marketing and themes unique to hospitality and tourism. The 6th edition presents many new ideas along with established marketing principles, exploring not only the foundations of marketing in the hospitality world but also new trends in the industry.

SERVICES MARKETING

This introductory textbook provides a thorough guide to the management of food and beverage outlets, from their day-to-day running through to the wider concerns of the hospitality industry. It explores the broad range of subject areas that encompass the food and beverage market and its five main sectors – fast food and popular catering, hotels and quality restaurants and functional, industrial, and welfare catering. New to this edition are case studies covering the latest industry developments, and coverage of contemporary environmental concerns, such as sourcing, sustainability and responsible farming. It is illustrated in full colour and contains end-of-chapter summaries and revision questions to test your knowledge as you progress. Written by authors with many years of industry practice and teaching experience, this book is the ideal guide to the subject for hospitality students and industry practitioners alike.

The Marketing Plan Handbook, 6th Edition

" Analyzes key issues in the marketing of services, focusing on the factors that differentiate the task of a services marketer from somebody involved in marketing goods. After defining and conceptualizing the diversity of services, the nature and consequences of core concepts such as intangibility, inseparability, perishability and variability are all addressed within the context of a revised services marketing mix. Particular emphasis is placed on analysing the service encounter and understanding service quality. One whole chapter considers issues in the

increasingly important internationalization of services."--Back cover.

Services Marketing

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.

Services Marketing

"Services Marketing is well known for its authoritative presentation and strong instructor support. The new 6th edition continues to deliver on this promise. Contemporary Services Marketing concepts and techniques are presented in an Australian and Asia-Pacific context. In this edition, the very latest ideas in the subject are brought to life with new and updated case studies covering the competitive world of services marketing. New design features and a greater focus on Learning Objectives in each chapter make this an even better guide to Services Marketing for students. The strategic marketing framework gives instructors maximum flexibility in teaching. Suits undergraduate and graduate-level courses in Services Marketing."

Services Marketing: Global Edition

Services Marketing 3E

Businesses can do well by doing good -- Kotler, Hessekiel, and Lee show you how! Marketing guru Philip Kotler, cause marketing authority David Hessekiel, and social marketing expert Nancy Lee have teamed up to create a guide rich with actionable advice on integrating marketing and corporate social initiatives into your broader business goals. Businesspeople who mix cause and commerce are often portrayed as either opportunistic corporate "causewashers" cynically exploiting nonprofits, or visionary social entrepreneurs for whom conducting trade is just a necessary evil in their quest to create a better world. Marketing and corporate social initiatives requires a delicate balancing act between generating financial and social dividends. Good Works is a book for business builders, not a Corporate Social Responsibility treatise. It is for capitalists with the hearts and smarts to generate positive social impacts and bottom-line business results. Good Works is rich with actionable advice on integrating marketing and corporate social initiatives into your broader business goals. Makes the case that purpose-driven marketing has moved from a nice-to-do to a must-do for businesses Explains how to balance social and business goals Author Philip Kotler is one of the world's leading authorities on marketing; David Hessekiel is founder and President of Cause

Marketing Forum, the world's leading information source on how to do well by doing good; Nancy Lee is a corporate social marketing expert, and has coauthored books on social marketing with Philip Kotler. With *Good Works*, you'll find that you can generate significant resources for your cause while achieving financial success.

Essentials of Marketing

'I have used this book in all its editions since first publication with my undergraduate and postgraduate students. It is a core text for all the students, because it provides the detail they require at an academic level. Importantly it is a book for the practitioner to use too. This is why we use it on our postgraduate practitioner programmes - where we actually buy the book for the students as we believe it is that important. No other text comes close and literally thousands of our graduates have benefitted from it in their subsequent careers: written by the specialist for the specialist.'

David Edmundson-Bird
Principal Lecturer in Digital Marketing
Manchester Metropolitan University

Now in its sixth edition, *Digital Marketing: Strategy, Implementation and Practice* provides comprehensive, practical guidance on how companies can get the most out of digital media and technology to meet their marketing goals. Digital Marketing links marketing theory with practical business experience through case studies and interviews from cutting edge companies such as eBay and Facebook, to help students understand digital marketing in the real world. Readers will learn best practice frameworks for developing a digital marketing strategy, plus success factors for key digital marketing techniques including search marketing, conversion optimisation and digital communications using social media including Twitter and Facebook.

Dave Chaffey is a digital marketing consultant and publisher of marketing advice site SmartInsights.com. He is a visiting lecturer on marketing courses at Birmingham, Cranfield and Warwick universities and the Institute of Direct Marketing.

Fiona Ellis-Chadwick is a Senior Lecturer in Marketing at the Loughborough University School of Business and Economics, Director of the Institute of Research Application and Consultancy at Loughborough University, academic marketing consultant and author.

Good Works!

For MBA level Marketing Management and/or Marketing Strategy courses, or a capstone undergraduate marketing course. Strategic, applied, and performance-oriented. While most textbooks in this area stress concepts and theory, *Market-Based Management, 4e*, incorporates a more strategic and applied approach. External performance metrics of a business are emphasized and actual measurement tools are provided. Its streamlined organization makes it ideal for courses in which outside cases and readings will be assigned.

Marketing of Services

Begin your small business success today as you transform your business idea into a powerful, functional business plan with Hiduke/Ryan's *SMALL BUSINESS: AN ENTREPRENEUR'S BUSINESS PLAN, 9E*. This indispensable guide to small business takes a practical action-step approach to help you sharpen your business talents

and focus your business ownership dreams. You learn to identify business opportunities, market needs, and target customers as you develop an actual working business plan from the ground up. Timely business tools and ongoing links to the latest small business information available on the Internet keep the information you're using focused on the future. Throughout the book, you gain firsthand glimpses into the challenges and successes that other passionate entrepreneurs face. Whether you plan to build your own business, pursue a franchise, or purchase an existing business, in *SMALL BUSINESS: AN ENTREPRENEUR'S BUSINESS PLAN, 9E*, you'll find the timely advice, powerful skills, and effective plans you need for success. Make the grade with CourseMate + LivePlan! This interactive website helps you make the most of your study time by accessing everything you need to succeed in one convenient place. This version of CourseMate includes LivePlan from Palo Alto Software; a proven web-based business plan software that allows you to produce a professional-grade business plan through software used by real entrepreneurs. *MANAGEMENT* CourseMate also provides an interactive eBook, dynamic flashcards, interactive quizzes, videos, games, and more to help you master today's management concepts. Available with InfoTrac Student Collections <http://gocengage.com/infotrac>. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Marketing

Marketing Strategy, Text and Cases

Services are widely used by people practically in all aspects of life. The globalised era is seeing services being used by a wide cross-section of society from the corporate to the man. The Fourth Edition of the book educates its readers about how marketing strategies are changing and evolving through times. The new edition comes with updated case studies on various service sectors, such as Hospitality and Tourism (Thomas Cook, Karnataka State Tourism Development Corporation (KSTDC) Ltd., and (Cafe Coffee Day). A new case study "Indian Airline Industry", has also been introduced to add to the diversity of services. Finance (Credit Card Business of Standard Chartered) and Information Technology are also updated (Infosys and SAP). The cases, set within the Indian context, lend a practical dimension to the subject, familiarizing the students with the developments in the Services Marketing area in India. The new edition, with its emphasis on recent data and the contemporary Services Marketing scenario, is an ideal companion for the budding managers. It should also be of great use to the practising managers attending various Management Development Programmes (MDPs) and Executive Development Programmes (EDPs). New to this edition • A new case study "Indian Airline Industry" has been introduced. • All case studies of the previous edition have been updated with latest information and developments in the company. • Chapter 2 and Chapter 15 of the book have been revised with latest data and illustrations.

The Amazement Revolution

Framework for Marketing Management is a concise adaptation of the gold standard marketing management textbook for professors who want authoritative coverage of current marketing management practice and theory, but the want the flexibility to add outside cases, simulations, or projects. Development of marketing strategies, market demand and environments, creating customer value, analysis of consumer markets, market segmentation, brand loyalty, the Product Life Cycle, managing mass communication, and marketing management in the global economy. This text is for companies, groups, and individuals who want to adapt their marketing strategies and management to the marketplace of the twenty-first century.

Customer Service

Services Marketing

Written by a leading pioneer in the field, the revised and updated fourth edition of this successful text examines service management and management in service competition from the point of view of the service profit logic. It focuses on adopting service logic in the management of service firms as well as of product manufacturers which want to become service providers. With a wide base of examples, Christian Grönroos draws on decades of experience to explain how to manage any organization as a service business and move closer to current and future customers. Service logic and service management are all about customer-focused outside-in management, using current academic research and business practice to make organizations more successful in the service-based economy.

Services Marketing

Research-based content provides insight on the organization and operation of textiles, apparel, accesories and home fahion companies, as well as the effect of technological, organizational and global changes on every area of the business.

The Business of Fashion

Combining conceptual rigor with real-world and practical applications, this combination text/reader/casebook explores both concepts and techniques of marketing for a broad range of service categories and industries.

A Framework for Marketing Management

The globalization of companies is the involvement of customers, producers, suppliers, and other stakeholders in the global marketing process. Global marketing therefore reflects the trend of firms selling products and services across many countries. Drawing on an incomparable breadth of international examples, Svend Hollensen not only demonstrates how global marketing works, but also how it relates to real decisions around the world. This book offers a truly global approach with cases and exhibits from all parts of the world, including Europe, the

Middle East, Africa, the Far East, North and South America. It provides a complete and concentrated overview of the total international marketing planning process, along with many new, up-to-date exhibits and cases, which illustrate the theory by showing practical applications. Extensive coverage of hot topics such as glocalization, born globals, value creation, value net, celebrity branding, brand piracy, and viral marketing, as well as a comprehensive new section on integrated marketing communication through social networking. Brand new case studies focus on globally recognized brands and companies operating in a number of countries, including Build-A-Bear Workshop, Hello Kitty, Ralph Lauren and Sony Music Entertainment. Video cases featuring firms such as Nivea, Reebok, Starbucks, Hasbro and McDonald's accompany every chapter and are available at www.pearsoned.co.uk/hollensen. Real-world examples and exhibits enliven the text and enable the reader to relate to marketing models.

Customer Service

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.

Digital Marketing

The market-leader, *Customer Service: A Practical Approach, Sixth Edition*, goes beyond providing reasons why customer service is important to defining proven methods for creating customer service excellence. Using a hands-on approach, it covers a wide range of knowledge and skills and offers an extensive collection of activities to enliven and invigorate any lecture. This edition features a revised chapter on technology, new Ethics in Action exercises and coverage of the latest trends in the customer service field. Focusing on problem solving, communication strategies and technology, this classic text pinpoints the skills needed to improve and sustain customer satisfaction and business relationships. For undergraduate courses in *Customer Service, Training and Development, and Service Marketing*; also as a supplement for a course in *Marketing Principles*

Social Marketing

Essentials of Marketing, sixth edition, provides an accessible, lively and engaging introduction to marketing. Taking a practical, tactical approach, the authors cover traditional marketing techniques and theories, as well as offering the most up to date critical perspectives. Using contemporary case studies, in-chapter examples and suggestions for further reading the book provides everything an undergraduate or CIM student needs to excel in their discipline. The book is further

complemented by a full range of online resources, including video cases, self-test questions, power-point slides and an instructor's manual. Professor Jim Blythe is the author of eighteen textbooks and over fifty journal articles. A former sales manager and marketing consultant, he has taught at universities in the UK, France, Germany, Japan and Zambia. He is widely travelled, and holds a private pilot's licence. Jane Martin is a senior lecturer in Marketing and Marketing Programme Leader at the University of Chester. She has taught in Universities in the UK and China and has previously been a company director and worked in business-to-business marketing. She has also been a member of the Chartered Institute of Marketing for a number of years.

Service Management and Marketing

Thoroughly revised and updated, *MARKETING STRATEGY*, 6e continues with one primary goal: to teach students to think and act like marketers. Packed with cutting-edge coverage, current examples, new cases, and photographs, the sixth edition delivers a practical, straightforward approach to analyzing, planning, and implementing marketing strategies--helping students learn to develop a customer-oriented market strategy and market plan. Students sharpen their analytical and creative critical thinking skills as they learn the key concepts and tools of marketing strategy. Continuing in the text's signature student-friendly style, the sixth edition covers essential points without getting bogged down in industry jargon--all in a succinct 10 chapters. Available with InfoTrac Student Collections <http://gocengage.com/infotrac>. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Market-based Management

M: *MARKETING* is the newest Principles of Marketing textbook on the market, and was created with students and professors needs in mind. The content is the same as in the hard bound Grewal/Levy 1/e, except that a few of the chapters are combined. Students receive a cost-effective, easy to read text complete with study resources (both print and online) to help them review for tests and apply chapter concepts. Professors receive a text that contains all the pertinent information we know they cover in Principles of Marketing - yet in a more condensed format that is easier for students to cover. It also contains gradable online assignments for instructors to assign. *MARKETING* also includes comprehensive teaching support and online supplements.

Services Marketing : People, Technology, Strategy

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.

Hospitality Marketing Management, 6th Edition

For nearly thirty years George Torkildsen's classic textbook has been the most comprehensive and engaging introduction to sport and leisure management available to students at all levels. Now in a fully revised sixth edition, it is still the only textbook that covers all the key topics taught within contemporary sport and leisure management courses. This new edition includes expanded coverage of the practical managerial skills that students must develop if aiming for a career in the sport and leisure industry, from planning and managing people to marketing and entrepreneurship. It includes five completely new chapters on leisure in the home, financial management, quality management and law and enterprise, reflecting important developments in contemporary sport and leisure. This edition retains the hallmark strengths of previous editions, including in-depth discussion of the social and cultural context of sport and leisure, full analysis of the public, private and voluntary sectors, and a review of key products and services, including sport, tourism, the arts, play and leisure in the natural environment. Richly illustrated throughout with up-to-date evidence, data, case-studies and international examples, each chapter also contains a range of useful pedagogical features, such as discussion questions, practical tasks and structured guides to further reading and resources. For the first time, a dedicated companion website offers additional teaching and learning resources for students and lecturers. Visit the companion website at www.routledge.com/textbooks/taylor

Marketing for Hospitality and Tourism

The Marketing Plan Handbook presents a streamlined approach to writing succinct and meaningful marketing plans. By offering a comprehensive, step-by-step method for crafting a strategically viable marketing plan, this book provides the relevant information in a concise and straight-to-the-point manner. It outlines the basic principles of writing a marketing plan and presents an overarching framework that encompasses the plan's essential components. A distinct characteristic of this book is its emphasis on marketing as a value-creation process. Because it incorporates the three aspects of value management—managing customer value, managing collaborator value, and managing company value—the marketing plan outlined in this book is relevant not only for business-to-consumer scenarios but for business-to-business scenarios as well. This integration of business-to-consumer and business-to-business planning into a single framework is essential for ensuring success in today's networked marketplace. The marketing plan outlined in this book builds on the view of marketing as a central business discipline that defines the key aspects of a company's business model. This view of marketing is reflected in the book's cross-functional approach to strategic business planning. The Marketing Plan Handbook offers an integrative approach to writing a marketing plan that incorporates the relevant technological, financial, organizational, and operational aspects of the business. This approach leads to a marketing plan that is pertinent not only for marketers but for the entire organization. The Marketing Plan Handbook can benefit managers in all types of organizations. For startups and companies

considering bringing new products to the market, this book outlines a process for developing a marketing plan to launch a new offering. For established companies with existing portfolios of products, this book presents a structured approach to developing an action plan to manage their offerings and product lines. Whether it is applied to a small business seeking to formalize the planning process, a startup seeking venture-capital financing, a fast-growth company considering an initial public offering, or a large multinational corporation, the framework outlined in this book can help streamline the marketing planning process and translate it into an actionable strategic document that informs business decisions and helps avoid costly missteps.

How to Market Books

Services Marketing

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