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Good Housekeeping Russ Walter Publisher

Popular Mechanics inspires, instructs and influences readers to help them master the modern world. Whether it's practical DIY home-improvement tips, gadgets and digital technology, information on the newest cars or the latest breakthroughs in science -- PM is the

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101 Mission Statements from Top Companies InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects.

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Popular Science Sure-Fire, Can't-Miss Tips, Techniques, and Ideas for Building Lifelong Customer Loyalty Imagine having the customer-service secrets of the world's most successful businesses right at your fingertips. With this book you can! Authors Donna

Greiner and Theodore Kinni spent five years uncovering how Nordstrom, Southwest Airlines, Ritz-Carlton, American Express, and other world-class companies keep their customers for life. The result is 1,001 timely, entertaining, and brilliantly inventive customer-retention ideas. Inside, you'll discover the secrets to:

- Creating products/services tailored to your customers' needs
- Recognizing and rewarding your most profitable trophy customers
- Using three kinds of guarantees to build customer trust
- Turning first-time customers into frequent buyers
- And much more!

The Secret Guide to Computers

Ben & Jerry's has one. So do Tiffany's and Smucker's and Microsoft. It doesn't matter whether you're a small start-up or one of the biggest players in corporate America. A clear statement of intent not only inspires a sense of overall purpose for a business or nonprofit, it serves as a practical focus for individuals within the organization. It can even provide an actual blueprint for a company's future and, ultimately, its success. Selected from among America's most successful corporations and recognizable brands, these statements vary widely in style, length, and language. However, they all share a universal vision of excellence that includes superiority in their fields, respect for and responsibility toward employees and clients, dedication to stated business goals, and community-oriented values. Additionally, 101 MISSION STATEMENTS instructs the new or future entrepreneur in crafting and customizing a mission statement that will inspire, motivate, and meet the specific needs and aspirations of the organization and its members.

Personal Computing

Popular Science gives our readers the information and tools to improve their

technology and their world. The core belief that Popular Science and our readers share: The future is going to be better, and science and technology are the driving forces that will help make it better.

PC Telemart Software Directory

Advice from an all-star cast--what every manager needs to know about connecting with front-line employees to improve communication, motivation, and productivity.

What Managers Say, what Employees Hear

Management

The Secret Guide to Computers

Radio-electronics

Popular Mechanics

1,001 Ways to Keep Customers Coming Back