

FITZSIMMONS SERVICE MANAGEMENT 7TH EDITION

SERVICE MANAGEMENT: OPERATIONS, STRATEGY, INFORMATION TECHNOLOGY w/STUDENT CD
INTRODUCTION TO HEALTH SERVICES MANAGEMENT
SERVICE MANAGEMENT
SERVICE MANAGEMENT
SERVICE MANAGEMENT: THE ROLE OF SERVICES IN AN ECONOMY
CHAPTER 2. THE NATURE OF SERVICES
CHAPTER 3. SERVICE STRATEGY
CHAPTER 4. NEW SERVICE DEVELOPMENT
CHAPTER 5. TECHNOLOGY IN SERVICES
CHAPTER 6. SERVICE QUALITY
CHAPTER 7. THE SERVICE ENCOUNTER
CHAPTER 8. THE SUPPORTING FACILITY
CHAPTER 9. SERVICE FACILITY LOCATION
CHAPTER 10. MANAGING SERVICE PROJECTS
CHAPTER 11. FORECASTING DEMAND FOR SERVICES
CHAPTER 12. MANAGING CAPACITY AND DEMAND
CHAPTER 13. MANAGING WAITING LINES
CHAPTER 14. CAPACITY PLANNING AND QUEUING MODELS
CHAPTER 15. MANAGING SERVICE SUPPLY RELATIONSHIPS
CHAPTER 16. MANAGING FACILITATING GOODS
CHAPTER 17. GROWTH AND GLOBALIZATION OF SERVICES
PUBLIC SERVICE MANAGEMENT
PUBLIC SERVICE MANAGEMENT
BECOME ITIL FOUNDATION CERTIFIED IN 7 DAYS
SERVICES MANAGEMENT
TOURISM: PRINCIPLES AND PRACTICE
SERVICE MANAGEMENT
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MANAGING ORGANIZATIONS FOR SPORT AND PHYSICAL ACTIVITY
CATALOG OF COPYRIGHT ENTRIES. THIRD SERIES
MANAGING HOSPITALITY ORGANIZATIONS
JOURNAL OF THE BOARD OF EDUCATION OF THE CITY OF NEW YORK
MANAGEMENT SERVICES
SERVICE MANAGEMENT
CONFERENCE RECORD
REPORTS OF CASES ARGUED AND DECIDED IN THE SUPREME COURT OF THE STATE OF TEXAS
JAMES FITZSIMMONS S. W. BOOYENS
JAMES A. FITZSIMMONS
BART VAN LOOY
HARVEY JAMES GONDEN
ABHINAV KRISHNA KAISER
BART VAN LOOY
JOHN FLETCHER
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BALANCING CONCEPTUAL AND APPLIED COVERAGE OF ALL ASPECTS OF THE MANAGEMENT AND OPERATION OF SERVICES
SERVICE MANAGEMENT HAS MAINTAINED THE POSITION AS MARKET LEADER THROUGH FIVE PREVIOUS EDITIONS IT IS THE MOST COMPREHENSIVE AND WIDELY USED INTRODUCTION TO SERVICE OPERATIONS ON THE MARKET WRITTEN BY ONE OF THE TOP AUTHORITIES ON THE SUBJECT AND IT IS DESIGNED TO DEVELOP STUDENTS SKILLS IN BOTH STRATEGIC AND OPERATIONAL ISSUES PERTAINING TO SERVICES NEW MATERIAL ON PROFESSIONAL SERVICE FIRMS HIGHLIGHTS IBM S INITIATIVE TO ESTABLISH A SERVICE SCIENCE MANAGEMENT AND ENGINEERING DISCIPLINE THE SIXTH EDITION ALSO OFFERS

THE LATEST INFORMATION ON SIX SIGMA AND RFID AS WELL AS RECENT DEVELOPMENTS IN OTHER IMPORTANT INDUSTRY TOPICS TEXT COVERAGE SPANS BOTH QUALITATIVE AND QUANTITATIVE ASPECTS OF SERVICE MANAGEMENT AND OFFERS FLEXIBILITY IN COURSES OFFERING VARYING APPROACHES TO THE STUDY OF SERVICE OPERATIONS THE ANCILLARY PACKAGE INCLUDES STUDENT CD ROM AND WEBSITE THAT INCLUDES SELF TEST QUIZZES VIDEO CLIPS SERVICEMODEL SOFTWARE AND THE MORTGAGE SERVICE GAME

IDEAL FOR ALL STUDENTS STUDYING FIRST LEVEL HEALTH SERVICES MANAGEMENT THIS INVALUABLE ALL IN ONE RESOURCE DESCRIBES THE ENVIRONMENTAL FACTORS THAT AFFECT HEALTH SERVICES POLICY AND PLANNING THE ORGANIZATION OF SERVICES AT THE MACRO AND MICRO LEVEL AND OTHER ISSUES SUCH AS STAFF ABSENTEEISM AND MANAGEMENT

THE EIGHTH EDITION CONTINUES TO ACKNOWLEDGE AND EMPHASIZE THE ESSENTIAL UNIQUENESS OF SERVICE MANAGEMENT THE TEXT IS ORGANIZED IN FOUR PARTS PART ONE UNDERSTANDING SERVICES PROVIDES A HISTORICAL CONTEXT AS WELL AS DISTINGUISHES THE DISTINCTIVE CHARACTERISTICS OF SERVICE OPERATIONS PART TWO DESIGNING THE SERVICE ENTERPRISE COVERS DESIGNING THE SERVICE ENTERPRISE TO SUPPORT THE COMPETITIVE STRATEGY PART THREE MANAGING SERVICE OPERATIONS DETAILS TOPICS SUCH AS MANAGING CAPACITY DEMAND AND WAITING LINES AND DISCUSSES SERVICE SUPPLY RELATIONSHIPS AND PART FOUR QUANTITATIVE MODELS FOR SERVICE MANAGEMENT ADDRESSES FORECASTING AND MANAGING SERVICE INVENTORY PART ONE UNDERSTANDING SERVICES CHAPTER 1 THE SERVICE ECONOMY CHAPTER 2 SERVICE STRATEGY PART TWO DESIGNING THE SERVICE ENTERPRISE CHAPTER 3 NEW SERVICE DEVELOPMENT CHAPTER 4 THE SERVICE ENCOUNTER CHAPTER 5 SUPPORTING FACILITY AND PROCESS FLOWS CHAPTER 6 SERVICE QUALITY CHAPTER 7 PROCESS IMPROVEMENT SUPPLEMENT DATA ENVELOPMENT ANALYSIS DEA CHAPTER 8 SERVICE FACILITY LOCATION PART THREE MANAGING SERVICE OPERATIONS CHAPTER 9 SERVICE SUPPLY RELATIONSHIPS CHAPTER 10 GLOBALIZATION OF SERVICES CHAPTER 11 MANAGING CAPACITY AND DEMAND CHAPTER 12 MANAGING WAITING LINES CHAPTER 13 CAPACITY PLANNING AND QUEUING MODELS SUPPLEMENT COMPUTER SIMULATION PART FOUR QUANTITATIVE MODELS FOR SERVICE MANAGEMENT CHAPTER 14 FORECASTING DEMAND FOR SERVICES CHAPTER 15 MANAGING SERVICE INVENTORY CHAPTER 16 MANAGING SERVICE PROJECTS APPENDIX APPENDIX A AREAS OF STANDARD NORMAL DISTRIBUTION APPENDIX B UNIFORMLY DISTRIBUTED RANDOM NUMBERS 0 1 APPENDIX C VALUES OF LQ FOR THE M M C QUEUING MODEL APPENDIX D EQUATIONS FOR SELECTED QUEUING MODELS

OVER 75 OF GRADUATES CURRENTLY FIND WORK IN THE SERVICE INDUSTRIES BUT THERE ARE VERY FEW BOOKS THAT DEAL SPECIFICALLY WITH THE SUBJECT OF SERVICE MANAGEMENT THIS THIRD EDITION OF SERVICES MANAGEMENT PROVIDES A COMPREHENSIVE INSIGHT INTO THE INDUSTRY AND ITS IMPORTANCE IN TODAY S ECONOMIES THE BOOK IS BASED ON THREE CENTRAL STRANDS OF SERVICES MANAGEMENT CUSTOMERS EMPLOYEES AND OPERATIONS THE FINAL PART OF THE BOOK ADDRESSES THE ISSUE OF PERFORMANCE MANAGEMENT AND SERVICE STRATEGY BASED ON A SERIES OF RESEARCH WORKSHOPS WITH ACADEMICS AND PRACTITIONERS AT THE SERVICE MANAGEMENT C

PASS THE ITIL FOUNDATION EXAMINATION BY LEARNING THE BASICS OF ITIL AND WORKING THROUGH REAL LIFE EXAMPLES THIS BOOK BREAKS THE COURSE DOWN FOR STUDYING IN 7 DAYS WITH 3 HOURS A DAY WHICH MEANS AT THE END OF A WEEK YOU ARE READY TO PASS THE EXAM YOU LL ALSO SEE TIPS AND AN ARRAY OF SAMPLE QUESTIONS AS WELL AS FAQs ON ITIL ALL THIS WILL PREPARE YOU FOR THE EXAMINATION AND GIVE YOU THE KNOWLEDGE REQUIRED TO PASS WITH FLYING COLORS AFTER USING BECOME ITIL FOUNDATION CERTIFIED IN 7 DAYS AND EARNING THE ITIL FOUNDATION CERTIFICATION YOU LL BE WELL PLACED TO GET THE CAREER YOU ALWAYS WANTED WHAT YOU WILL LEARN GAIN ITIL BASICS THE ENTIRE SYLLABUS DESIGNED OF THE ITIL FOUNDATION CERTIFICATION OBTAIN A DEEP ROOTED UNDERSTANDING OF ITIL TOPICS AND NOT TEXTBOOK KNOWLEDGE PREPARE FOR THE ITIL FOUNDATION EXAMINATION SORT OUT CAREER RELATED QUERIES AND DECIDE WHETHER ITIL WILL AID YOUR CAREER WHO THIS BOOK IS FOR IT PROFESSIONALS FROM THE IT SERVICES INDUSTRY ARE THE PRIMARY AUDIENCE

AFTER LOOKING AT THE SPECIFIC NATURE OF SERVICES AND THE PECULIARITIES OF MANAGING SERVICES THE THREE SIDES

OF SERVICE MANAGEMENT ARE DISCUSSED EXTENSIVELY IN THIS BOOK CONCEPTS AND FRAMEWORKS ARE FOLLOWED BY CASE STUDIES AND EXAMPLES

THANKS TO ITS ENGAGING WRITING STYLE AND ACCESSIBLE STRUCTURE FLETCHER HAS BECOME THE ULTIMATE ONE STOP TEXT FOR ANY STUDENT STUDYING TOURISM ITS BROAD APPEAL AND POPULARITY INCREASES WITH EACH NEW EDITION MAKING IT EXCELLENT VALUE FOR ANY STUDENT WHO WANTS TO UNDERSTAND AND EXPLORE THE PRINCIPLES OF THE SUBJECT WELL LIKED BY STUDENTS AND LECTURERS ALIKE TOURISM PRINCIPLES AND PRACTICE IS THE ULTIMATE REFERENCE TEXT FOR ANYONE WISHING TO UNDERSTAND THE COMPLEX AND VARIED ISSUES INVOLVED WITH SUCH A DIVERSE AND CONSTANTLY CHANGING SUBJECT

IN THE WORLD OF INDUSTRY AND MANAGEMENT PRODUCING INTANGIBLE PRODUCTS POSES UNIQUE CHALLENGES THIS BOOK PROVIDES A COMPREHENSIVE FRAMEWORK ON THESE UNIQUE MANAGEMENT ISSUES AND LOOKS INTO THE SPECIAL CHARACTERISTICS OF SERVICES AND CONDITIONS NECESSARY FOR SUCCESS IN THE MANAGEMENT OF SERVICE ORGANIZATIONS THIS CLASSIC BOOK AS RELEVANT AS EVER AND UPDATED PROVIDES A SET OF IDEAS WHICH HAS PROVED ITS POWER AND VALIDITY BEYOND THE FADS OF THE MOMENT OVER AN EXTENDED PERIOD OF TIME A BOOK THAT IS AT THE SAME TIME VERY HOLISTIC AND CONCEPTUAL AND YET BOTH EASY TO GRASP AND TO TRANSLATE INTO PRACTICAL ACTION IT ALSO EVOKES AN ALTERNATIVE PERSPECTIVE ON SERVICES NAMELY THAT OF REFOCUSING ATTENTION FROM THE PRODUCTION AND THE PRODUCT TO THE VALUE CREATION PROCESS OF CUSTOMERS WITH THESE PERSPECTIVES EVERY COMPANY TODAY'S NEEDS TO SEE ITSELF AS A SERVICE COMPANY THE BOOK STRESSES THE NEED FOR A STREAMLINED SERVICE MANAGEMENT SYSTEM AND ANALYSES AND ILLUSTRATES GROWTH STRATEGIES AND THE NATURE OF INNOVATION BUT ABOVE ALL IT EMPHASIZES THE SPECIAL ROLE PLAYED BY GOOD LEADERSHIP IN PARTICULAR THIS EDITION LOOKS AT THE ROLE OF TECHNOLOGY IN SERVICES AS WELL AS MORE GENERALLY THE ROLE OF SERVICES IN SOCIETY OF GREAT VALUE TO MANAGERS AND ACADEMICS INVOLVED IN THE SERVICE INDUSTRY THIS PRACTICAL BOOK WHICH HAS BEEN TRANSLATED INTO EIGHT LANGUAGES WILL STIMULATE PEOPLE TO ANALYSE AND ACT ON THEIR SITUATIONS

ACCOMPANYING CD ROM CONTAINS AN ASSORTMENT OF VALUABLE LEARNING TOOLS SUCH AS THE LATEST VERSION OF SERVICEMODEL SOFTWARE AND INTERACTIVE CHAPTER QUIZZES ALL OF WHICH FACILITATE A DEEPER UNDERSTANDING OF SERVICE OPERATIONS AND MANAGEMENT P 4 OF COVER

MANAGING ORGANIZATIONS FOR SPORT AND PHYSICAL ACTIVITY FOURTH EDITION PRESENTS A CLEAR AND CONCISE TREATMENT OF MANAGING ORGANIZATIONS IN SPORT AND PHYSICAL ACTIVITY THE FOUR FUNCTIONS OF MANAGEMENT PLANNING ORGANIZING LEADING AND EVALUATING PROVIDE A GENERAL FRAMEWORK THAT REPRESENTS THE SIMPLEST AND BEST APPROACH FOR INTRODUCING READERS TO THE INTRICACIES OF MANAGEMENT FOR EACH MANAGEMENT FUNCTION CHELLADURAI PRESENTS RELEVANT THEORIES AND THEIR PRACTICAL APPLICATIONS CITING THOSE THEORETICAL MODELS THAT ARE MOST APPROPRIATE TO THE UNIQUE ASPECTS OF THE SPORTS INDUSTRY HE USES THE OPEN SYSTEMS PERSPECTIVE PLACING ORGANIZATIONS IN THE CONTEXT OF THEIR ENVIRONMENT AND EMPHASIZING THE MANAGER'S ROLE IN ADAPTING AND REACTING TO CHANGES IN THAT ENVIRONMENT TO APPLY THEORY TO SPORT MANAGEMENT PRACTICES CHELLADURAI PROVIDES NUMEROUS EXAMPLES FROM THE FIELDS OF PHYSICAL ACTIVITY AND SPORT INCLUDING PROFESSIONAL SPORTS INTERCOLLEGIATE ATHLETICS HEALTH AND SPORTS CLUBS AND RECREATION FITNESS PROGRAMS NEW TO THE FOURTH EDITION A CHAPTER ON SERVICE QUALITY WHICH DESCRIBES THE NOTION OF QUALITY IN SPORT MANAGEMENT SERVICES FROM THE LOCAL FITNESS CENTER TO THE PRO SPORT ARENA IT ALSO DISCUSSES THE MEASUREMENT OF SERVICE QUALITY AND THE GAPS IN TRANSLATING CUSTOMER EXPECTATIONS INTO THE DESIRED SERVICE A NEW FEATURE PROVIDING AN EXPERT'S VIEW WHICH OFFERS ADDITIONAL PERSPECTIVES ON RELEVANT TOPICS CONTRIBUTED BY SCHOLARS WHO RESEARCH AND PUBLISH IN A SPECIFIC AREA NEW SIDEBARS ON CURRENT TOPICS RELEVANT TO THE FIELD OF SPORT MANAGEMENT SOME EXAMPLES INCLUDE US TRACK AND FIELD'S SMART GOAL SETTING AS WELL AS GENES AND TECHNOLOGY OF LEADERSHIP PEDAGOGICAL AIDS DEVELOPING YOUR PERSPECTIVE THOUGHT PROVOKING QUESTIONS ASK LEARNERS TO APPLY THEORETICAL INFORMATION TO CONTEXTS RELEVANT TO THEM FROM

THEIR CURRENT EXPERIENCES OR IN THEIR FUTURE CAREERS MANAGING YOUR LEARNING KEY POINTS FROM EACH CHAPTER ENHANCE COMPREHENSION STRATEGIC CONCEPTS KEY TERMS LISTS PROVIDE FOR A SHARED VOCABULARY IN DISCUSSING THE MAJOR CONCEPTS OF MANAGEMENT IN BRIEF SHORT SUMMARIES OF THE IMPORTANT POINTS IN A SECTION HELP CRYSTALLIZE CONCEPTS TO RECAP BRIEF BOXES REVISIT KEY CONCEPTS DISCUSSED EARLIER IN THE BOOK EXTENSIVE REFERENCES TO JOURNALS SCHOLARLY TEXTS AND RELEVANT WEBSITES

INCLUDES PART 1 NUMBER 1 BOOKS AND PAMPHLETS INCLUDING SERIALS AND CONTRIBUTIONS TO PERIODICALS JANUARY JUNE

A PERFECT BOOK FOR ANY HOSPITALITY PROGRAM EXCELLENT INSTRUCTOR SUPPORT AND A GOOD RESOURCE FOR STUDENTS DENISE A BRALEY MITCHELL COLLEGE TODAY S ECONOMY IS DOMINATED BY THE RAPIDLY GROWING SERVICE SECTOR EVEN BUSINESSES PRIMARILY SELLING GOODS ARE REINVENTING THEIR IMAGE AND POSITIONING THEMSELVES AS SERVICE PROVIDERS MANAGING HOSPITALITY ORGANIZATIONS ACHIEVING EXCELLENCE IN THE GUEST EXPERIENCE TAKES STUDENTS ON A JOURNEY THROUGH THE EVOLVING SERVICE INDUSTRY EACH CHAPTER FOCUSES ON A CORE PRINCIPLE OF HOSPITALITY MANAGEMENT AND IS PACKED WITH PRACTICAL ADVICE EXAMPLES AND CASES FROM SOME OF THE BEST COMPANIES IN THE SERVICE SECTOR AUTHORS ROBERT C FORD AND MICHAEL C STURMAN EMPHASIZE THE CRITICAL IMPORTANCE OF FOCUSING ON THE GUEST AND CREATING THAT UNFORGETTABLE CUSTOMER EXPERIENCE WHETHER YOUR STUDENTS WILL BE MANAGING A NEIGHBORHOOD CAFE A CONVENTION CENTER OR A HIGH END RESORT HOTEL THEY WILL LEARN INVALUABLE SKILLS FOR MANAGING THE GUEST EXPERIENCE IN TODAY S ULTRACOMPETITIVE ENVIRONMENT THE SECOND EDITION INCLUDES NEW COVERAGE OF TECHNOLOGY SUSTAINABILITY SEXUAL HARASSMENT DIVERSITY AND INCLUSION AND ETHICAL LEADERSHIP GIVE YOUR STUDENTS THE SAGE EDGE SAGE EDGE OFFERS A ROBUST ONLINE ENVIRONMENT FEATURING AN IMPRESSIVE ARRAY OF FREE TOOLS AND RESOURCES FOR REVIEW STUDY AND FURTHER EXPLORATION KEEPING BOTH INSTRUCTORS AND STUDENTS ON THE CUTTING EDGE OF TEACHING AND LEARNING

BALANCING CONCEPTUAL AND APPLIED COVERAGE OF ALL ASPECTS OF THE MANAGEMENT AND OPERATION OF SERVICES SERVICE MANAGEMENT HAS MAINTAINED THE POSITION AS MARKET LEADER THROUGH FIVE PREVIOUS EDITIONS IT IS THE MOST COMPREHENSIVE AND WIDELY USED INTRODUCTION TO SERVICE OPERATIONS ON THE MARKET WRITTEN BY ONE OF THE TOP AUTHORITIES ON THE SUBJECT AND IT IS DESIGNED TO DEVELOP STUDENTS SKILLS IN BOTH STRATEGIC AND OPERATIONAL ISSUES PERTAINING TO SERVICES THE SEVENTH EDITION ALSO OFFERS THE LATEST INFORMATION ON SIX SIGMA AND RFID AS WELL AS RECENT DEVELOPMENTS IN OTHER IMPORTANT INDUSTRY TOPIC

THANK YOU COMPLETELY MUCH FOR DOWNLOADING **FITZSIMMONS SERVICE MANAGEMENT 7TH EDITION**. MOST LIKELY YOU HAVE KNOWLEDGE THAT, PEOPLE HAVE LOOK NUMEROUS TIME FOR THEIR FAVORITE BOOKS TAKING INTO CONSIDERATION THIS FITZSIMMONS SERVICE MANAGEMENT 7TH EDITION, BUT STOP HAPPENING IN HARMFUL DOWNLOADS. RATHER THAN ENJOYING A FINE EBOOK PAST A MUG OF COFFEE IN THE AFTERNOON, INSTEAD THEY JUGGLED GONE SOME HARMFUL VIRUS INSIDE THEIR COMPUTER. **FITZSIMMONS SERVICE MANAGEMENT 7TH EDITION** IS HANDY

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FUTURE OF FREE EBOOK SITES

THE FUTURE LOOKS PROMISING FOR FREE EBOOK SITES AS TECHNOLOGY CONTINUES TO ADVANCE.

TECHNOLOGICAL ADVANCES

IMPROVEMENTS IN TECHNOLOGY WILL LIKELY MAKE ACCESSING AND READING EBOOKS EVEN MORE SEAMLESS AND ENJOYABLE.

EXPANDING ACCESS

EFFORTS TO EXPAND INTERNET ACCESS GLOBALLY WILL HELP MORE PEOPLE BENEFIT FROM FREE EBOOK SITES.

ROLE IN EDUCATION

AS EDUCATIONAL RESOURCES BECOME MORE DIGITIZED, FREE EBOOK SITES WILL PLAY AN INCREASINGLY VITAL ROLE IN LEARNING.

CONCLUSION

IN SUMMARY, FREE EBOOK SITES OFFER AN INCREDIBLE OPPORTUNITY TO ACCESS A WIDE RANGE OF BOOKS WITHOUT THE FINANCIAL BURDEN. THEY ARE INVALUABLE RESOURCES FOR READERS OF ALL AGES AND INTERESTS, PROVIDING EDUCATIONAL MATERIALS, ENTERTAINMENT, AND ACCESSIBILITY FEATURES. SO WHY NOT EXPLORE THESE SITES AND DISCOVER THE WEALTH OF KNOWLEDGE THEY OFFER?

FAQs

ARE FREE EBOOK SITES LEGAL? YES, MOST FREE EBOOK SITES ARE LEGAL. THEY TYPICALLY OFFER BOOKS THAT ARE IN THE PUBLIC DOMAIN OR HAVE THE RIGHTS TO DISTRIBUTE THEM. HOW DO I KNOW IF AN EBOOK SITE IS SAFE? STICK TO WELL-KNOWN AND REPUTABLE SITES LIKE PROJECT GUTENBERG, OPEN LIBRARY, AND GOOGLE BOOKS. CHECK REVIEWS AND ENSURE THE SITE HAS PROPER SECURITY MEASURES. CAN I DOWNLOAD EBOOKS TO ANY DEVICE? MOST FREE EBOOK SITES OFFER DOWNLOADS IN MULTIPLE FORMATS, MAKING THEM COMPATIBLE WITH

VARIOUS DEVICES LIKE E-READERS, TABLETS, AND SMARTPHONES. DO FREE EBOOK SITES OFFER AUDIOBOOKS? MANY FREE EBOOK

SITES OFFER AUDIOBOOKS, WHICH ARE PERFECT FOR THOSE WHO PREFER LISTENING TO THEIR BOOKS. HOW CAN I SUPPORT AUTHORS IF I USE FREE EBOOK SITES? YOU CAN

SUPPORT AUTHORS BY PURCHASING THEIR BOOKS WHEN POSSIBLE, LEAVING REVIEWS, AND SHARING THEIR WORK WITH OTHERS.

