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Título: Principles Of Marketing

Autor: Keller, Kotler; Armstrong, Gary

Precio: \$3488.00

Editorial: Año: 2011

Tema: Edición: 14ª

Sinopsis ISBN: 9780132167123

Learn how to create value and gain loyal customers.

Today's marketing challenge is to create vibrant, interactive communities of consumers who make products and brands a part of their daily lives. To help students understand how to create value and gain loyal customers, Principles of Marketing presents fundamental marketing information in a comprehensive format, organized around an innovative customer-value framework.

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