

Mesurer Et Developper La Satisfaction Du Clients

La satisfaction des clients dans les services L' Impact de la Qualité de Service Sur la Satisfaction Du Client Et la Rentabilité de L'entreprise Bibliothèque coloniale internationale The Laws of Mauritius Le Guide Musical Études D'économie Sociale (théorie de la Répartition de la Richesse Sociale) Cost and Management Bibliothèque coloniale internationale La Mesure de la satisfaction du consommateur par la firme Leçons D'anthropologie Philosophique Grammar of the French language of business, ed. from [Neue französische Grammatik] with additions by E.E. Whitfield Reports Report of the Royal Commission on Historical Manuscripts Sessional Papers Acts of the Parliament of the Dominion of Canada Services vétérinaires Catalogue de l'histoire de la Grande-Bretagne La main-d'oeuvre aux colonies, documents officiels: Indes anglaises. Côte d'Or. Gambie. Sierra-Leone. Queensland. Hong Kong. Macao Tables générales de la Collection intégrale et universelle des orateurs sacrés "Das" Staatsarchiv Boris Bartikowski Thomas Niyongabo Mauritius Léon Walras International Institute of Political and Social Sciences Concerning Countries of Different Civilisations André Giletta Daniel Folkmar Rudolf Thum Great Britain. Royal Commission on Historical Manuscripts Great Britain. Royal Commission on Historical Manuscripts Québec (Province). Legislature Canada E. Correa Melo Paris bibl. nat, dépt. des imprimés International Institute of Differing Civilizations François Xavier Villaume

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À l'ère actuelle la qualité de service influe sur la satisfaction du client et la rentabilité de toute entreprise dans les entreprises commerciales en particulier la qualité de service attire le consommateur et le gestionnaire pourrait réaliser des bénéfices significatifs dans notre travail nous évaluerons la qualité de service dans les différents points de vente d'une entreprise commerciale par ailleurs nous nous focaliserons sur la satisfaction des clients à travers le service offert et son impact sur la rentabilité l'objet de notre étude est d'analyser l'impact de la qualité de service dans la satisfaction du client et la rentabilité le cas concret choisi est celui de l'hôtel club du lac tanganyika cet établissement avec son emplacement sur le littoral du lac tanganyika est des meilleurs hôtels du burundi c'est dans ce sens que nous avons effectué une enquête de terrain moyennant un questionnaire préétabli qui a distribué aux clients qui y séjournaient les informations recueillies et les résultats obtenus permettent-ils de mesurer le rôle joué par la qualité de service sur la satisfaction des clients et la rentabilité de l'entreprise

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