Librería

Bonilla y Asociados

desde 1950





Título:

Autor: Precio: \$771.00

Editorial: Año: 2005

Tema: Edición: 4ª

Sinopsis ISBN: 9781405873086

Relied upon by undergraduates and CIM students, this is an essential text just got even better in the new enhanced media edition. This includes a new chapter on e-communications, interviews with Chris Fill to introduce each part of the book, further video interviews with real marketing managers who show how the theory works in the real world.

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