

6. 사진 (학교시설 위주의 사진을 5장 이상 첨부해주세요)



안내도



건물들 사이



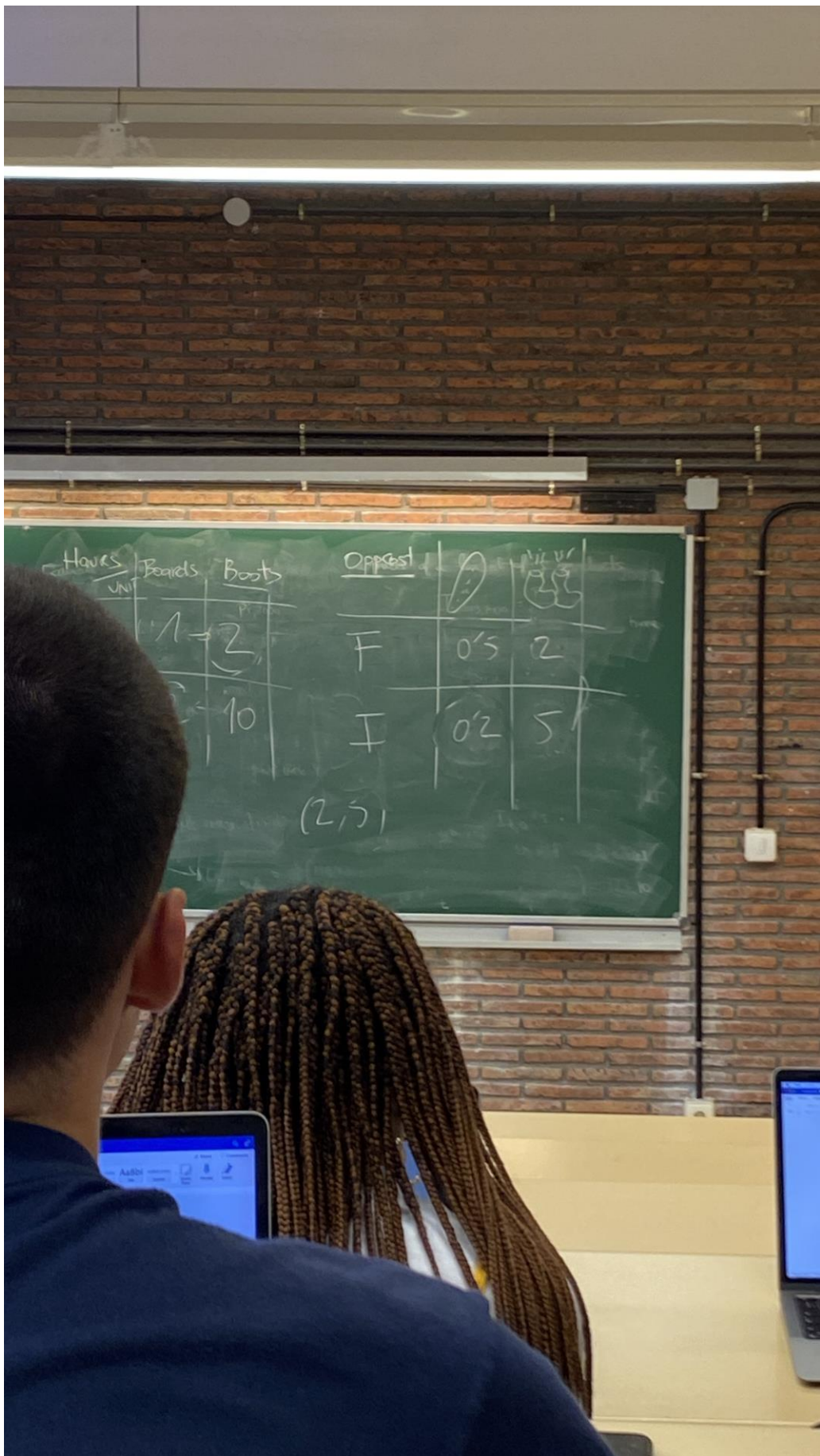
학교 입구

2.4. Based on the value for customer

**VALUE AND EXPECTATIONS FROM CONSUMERS.
IMPLICATIONS FOR COMMUNICATION (7) (Parasuraman, 1987)**

1. A consumer will value positively a service if it is procured in a satisfactory way.
2. A consumer will value negatively a service if it is delivered in an unsatisfactory way and if that dissatisfaction is attributed to the firm.
3. A consumer will value a good or badly procured service in a neutral way if this result is attributed to external causes.
4. The perception of attribution of value to the company or persons providing services is higher in non-routine processes.





경제학 수업



카페테리아