

# **The Four Things A Service Business Must Get Right (Harvard Business Review) [Unabridged] [Audible Audio Edition] By Frances X. Frei**

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Description. Many of the management tools and techniques used in service businesses were designed to tackle the challenges of product companies.

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When I was an MBA student at Harvard Business School, one of the most difficult classes to get into was Frances Frei's Managing Service Operations elective.

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In a service business, therefore, management must give careful thought to how excellence will be paid for. There must be a funding mechanism in place to allow the

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