ISM 270 – Assignment 2

Due Date: May 12, 2009

Problems Set 1

6.1, 6.2, 6.3, 6.4, 6.5 and 6.7

Problems Set 2

Read Example 7.1, and then do Exercise 7.1

Problem Set 3 [Chapter 8]

Problem Statement: The service encounter triad captures the relationship among the concerned parties, and defines the possible sources of conflict. How would you address such parties and related conflicts in your term project? Please limit your response to a maximum of 4 pages of text and illustrations.

Problems set 3

9.1, 9.3, 9.5, and 9.8