



Leisure Programming: A Service-Centered and Benefits Approach

Christopher R Edginton, Carole J Hanson, Susan R Edginton, Susan D. Hudson

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This comprehensive text addresses all three levels of leisure programming: direct service delivery; program planning, and program management. It focuses on issues related to customer service and benefits-such as providing leisure experiences, assessing customer needs, evaluating program impact, promoting positive customer and leader interactions, analyzing and implementing policies, and supervising staff.

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