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paperback. Condition: New. Ship out in 2 business day, And Fast shipping, Free Tracking number will be provided after the shipment. Paperback. Pub Date: 2011 Pages: 135 Publisher: Higher Education Press Henan secondary vocational and technical education planning materials: of travel psychology (travel services and management professional) content is divided into nine units. mainly from the recognition knowledge. emotion. motivation. personality analysis tourists psychological and service strategy. focusing on transportation. lodging. dining. scenic spots. shopping and other travel links of tourist complaints and deal with employees' psychological health and interpersonal maintain made system introduced. Contents: The first unit approached the psychological theme a to uncover psychological mysterious veil theme II you know travel psychology unit of travel. the theme from the heart theme tourism heart feeling Note tourism counterparts theme three treasured travel moments of the third unit of travel. so a happy along with the theme interpretation endless theme of joy and music of tourists emotional emotional themes fourth unit to explore the diverse tourist motivation theme tourism demand tourism impetus fifth unit all kinds of tourists theme temperament affect tourists type theme character a sixth unit service-oriented affect tourists behavior. satisfaction hundred percent Topic journey. tired but happy theme two accommodation. tourists' home away from home theme dining . suffered food world theme four views. so the the tourists linger theme five shopping. took souvenir seventh unit to distinguish between the role of harmony theme for a correct positioning. quality service Theme II Qian I let. unity. cooperation and eighth unit you vote I should be to achieve a win-win theme discontent at a positive find the subject of psychological problems do health practitioners References need to properly deal with complaints Topic seek win-win ninth unit cherish embrace health topics Four Satisfaction guaranteed, or money back.

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