



Universitatea
BABEȘ-BOLYAI



Facultatea de Științe Economice
și Gestiunea Afacerilor

CEBSS | Cluj Economics and Business Seminar Series

Seminar paper

Presenter

Ovidiu Moiescu
Babeș-Bolyai University
Faculty of Economics and Business
Administration, Dept. of Marketing

Topic

An Empirical Investigation of the Relationship
between Service Quality and Customer
Satisfaction and Loyalty. The Case of
Romanian Offline Travel Agencies

Time & Date

Thursday, November 28th, 2013
1.30 pm – 3.00 pm

Venue

FSEGA Campus
First floor, Room 118

About the series

Cluj Economics and Business Seminar Series (CEBSS) represents a forum for debates and dissemination of scientific research results. The seminar significantly and distinctively contributes to increasing scientific added value, having a relevant impact on knowledge, education and practice in the field of economics and business.

Enquires

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