



Leisure Programming: A Service-Centered and Benefits Approach

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

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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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