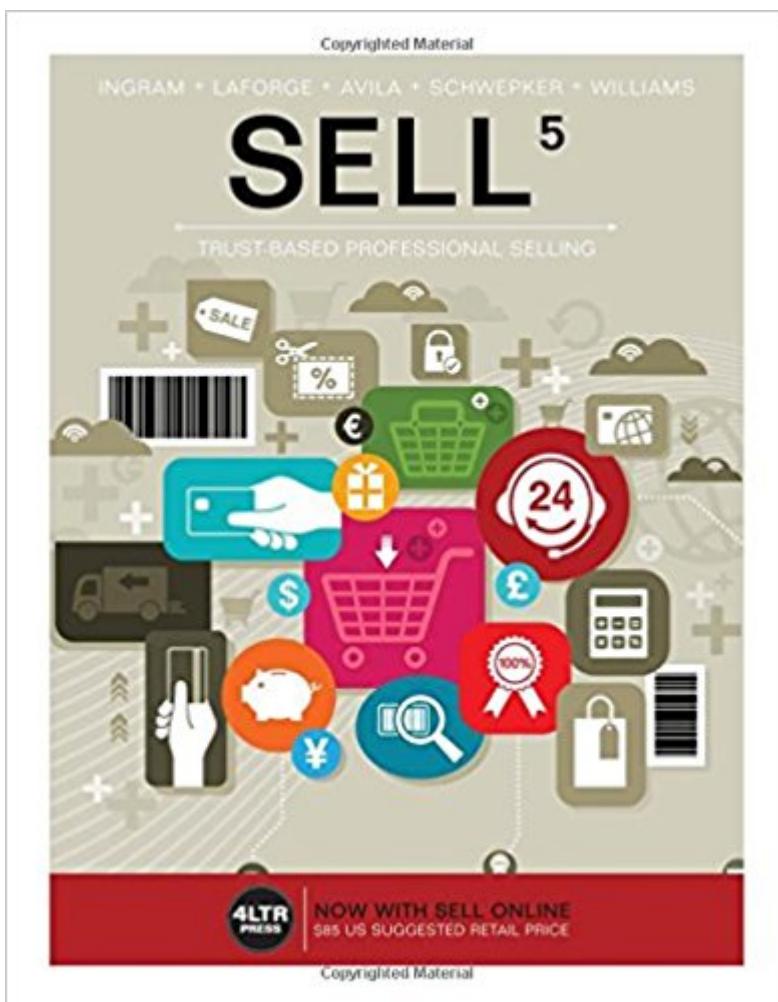


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## Book Information

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Thomas N. Ingram (Ph.D., Georgia State University) is professor of marketing and FirstBank Professor of Business Administrations at Colorado State University. Before commencing his academic career, he worked in sales, product management, and sales management with Exxon and Mobil. Tom is a recipient of the Marketing Educator of the Year award given by Sales and Marketing Executives International (SMEI). He was honored as the first recipient of the Mu Kappa Tau National Marketing Honor Society recognition award for Outstanding Scholarly Contributions to the Sales Discipline. The University Sales Center Alliance has designated Professor Ingram as a Distinguished Sales Educator for his long-term contributions to sales education. Tom has served as the editor of the Journal of Personal Selling & Sales Management, chair of the SMEI Accreditation Institute, and as a member of the Board of Directors of SMEI. He is the former editor of the JOURNAL OF MARKETING THEORY & PRACTICE. Tom's primary research is in personal selling and sales management. His work has appeared in the JOURNAL OF MARKETING, JOURNAL OF MARKETING RESEARCH, JOURNAL OF PERSONAL SELLING & SALES MANAGEMENT, and the JOURNAL OF THE ACADEMY OF MARKETING SCIENCE, among others. He is the coauthor of one of the "Ten Most Influential Articles of the 20th Century" as designated by the Sales and Sales Management Special Interest Group of the American Marketing Association. Raymond W. (Buddy) LaForge is the Brown-Forman Professor of Marketing at the University of Louisville. He is the founding Executive Editor of the MARKETING EDUCATION REVIEW; has co-authored

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MANAGEMENT, INDUSTRIAL MARKETING MANAGEMENT, THE MARKETING MANAGEMENT JOURNAL, and the JOURNAL OF MARKETING THEORY & PRACTICE, among others. He is the coauthor of THE PROFESSIONAL SELLING SKILLS WORKBOOK and SALES MANAGEMENT: ANALYSIS AND DECISION MAKING. Charles H. Schepker, Jr. (Ph.D., University of Memphis), is the Mike and Patti Davidson Distinguished Marketing Professor at the University of Central Missouri. He has experience in wholesale and retail sales. His primary research interests are in sales management, personal selling, and marketing ethics. Dr. Schepker's articles have been published in the JOURNAL OF THE ACADEMY OF MARKETING SCIENCE, JOURNAL OF BUSINESS RESEARCH, JOURNAL OF PUBLIC POLICY AND MARKETING, JOURNAL OF PERSONAL SELLING & SALES MANAGEMENT, JOURNAL OF SERVICE RESEARCH, and JOURNAL OF BUSINESS ETHICS, among other journals; various national and regional proceedings; and books, including MARKETING COMMUNICATIONS CLASSICS and ENVIRONMENTAL MARKETING. He has received several honors for both teaching and advising, including the Hormel Teaching Excellence award and the Alumni Foundation Harmon College of Business Administration Distinguished Professor Award. Dr. Schepker received the James Comer Award for best contribution to selling and sales management theory awarded by the JOURNAL OF PERSONAL SELLING & SALES MANAGEMENT and two "Outstanding Paper" awards at the National Conference in Sales Management, among others. He is on the editorial review boards of the JOURNAL OF PERSONAL SELLING & SALES MANAGEMENT, JOURNAL OF MARKETING THEORY & PRACTICE, JOURNAL OF BUSINESS & INDUSTRIAL MARKETING, JOURNAL OF RELATIONSHIP MARKETING, JOURNAL OF SELLING AND MAJOR ACCOUNT MANAGEMENT, and SOUTHERN BUSINESS REVIEW, and has four times won awards for outstanding reviewer.

Dr. Schepker is a coauthor of SALES MANAGEMENT: ANALYSIS AND DECISION MAKING. Michael R. Williams (Ph.D., Oklahoma State University) is professor of marketing and director of the Academy of Customer Excellence and Sales at Oklahoma City University. Prior to his academic career, Williams established a successful 30-plus year career in industrial sales, market research, and sales management and continues to consult and work with a wide range of business organizations. He has coauthored THE PROFESSIONAL SELLING SKILLS WORKBOOK, SALES MANAGEMENT: ANALYSIS AND DECISION MAKING, and a variety of executive monographs and white-papers on sales performance topics. Williams's research has been published in many different national and international journals, including the JOURNAL OF PERSONAL SELLING & SALES MANAGEMENT, INTERNATIONAL JOURNAL OF PURCHASING AND MATERIALS MANAGEMENT, JOURNAL OF BUSINESS AND INDUSTRIAL MARKETING, QUALITY

MANAGEMENT JOURNAL, and JOURNAL OF BUSINESS-TO-BUSINESS MARKETING. His work has also received numerous honors, including Outstanding Article for the Year in Journal of Business and Industrial Marketing, the AACSB's Leadership in Innovative Business Education Award, and the Marketing Science Institute's Alden G. Clayton Competition. In 2004, Williams was honored with the Mu Kappa Tau Marketing Society recognition award for Outstanding Scholarly Contributor to the Sales Discipline. He has also been honored with numerous university, college, and corporate teaching and research awards, including Old Republic Research Scholar, the presentation of a seminar at Oxford's Braesnose College, Who's Who in American Education, and Who's Who in America. Williams has and continues to serve in leadership roles as an advisor and board member for sales and sales management associations and organizations, including the University Sales Center Alliance, National Conference in Sales and Sales Management, and Vector Marketing.

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