

© Thijs ten Raa and Ronald Schettkat 2001

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical or photocopying, recording, or otherwise without the prior permission of the publisher.

Published by  
Edward Elgar Publishing Limited  
Glensanda House  
Montpellier Parade  
Cheltenham  
Glos GL50 1UA  
UK

Edward Elgar Publishing, Inc.  
136 West Street  
Suite 202  
Northampton  
Massachusetts 01060  
USA

A catalogue record for this book  
is available from the British Library

### **Library of Congress Cataloguing in Publication Data**

The growth of service industries : the paradox of exploding costs and persistent demand /edited by Thijs Ten Raa and Ronald Schettkat.

p. cm.

Includes index.

1. Service industries—Management. 2. Service industries—Cost control. 3. Corporations—Growth. I. Raa, Thijs ten. II. Schettkat, Ronald.

HD9980.A2G76 2000  
658—dc21

00—047676

ISBN 1 84064 422 2

Typeset by Manton Typesetters, Louth, Lincolnshire, UK.  
Printed and bound in Great Britain by MPG Books Ltd, Bodmin, Cornwall.