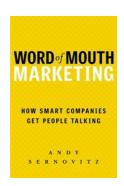
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You should try to build word of mouth into every advertising campaign. Andy Sernovitz, Word of Mouth Marketing: How Smart Companies Get People Talking //

Real word of mouth dips in and out of different spaces. You eat at a good restaurant. You mention it to people at the office. One of them emails your recommendation to his wife. She emails...

Reader's Opinions

A great book about word of mouth marketing. Very easy to read. I like the on-line marketing point, such as using blogs and other social network services; it's a good call at the time the book was published.