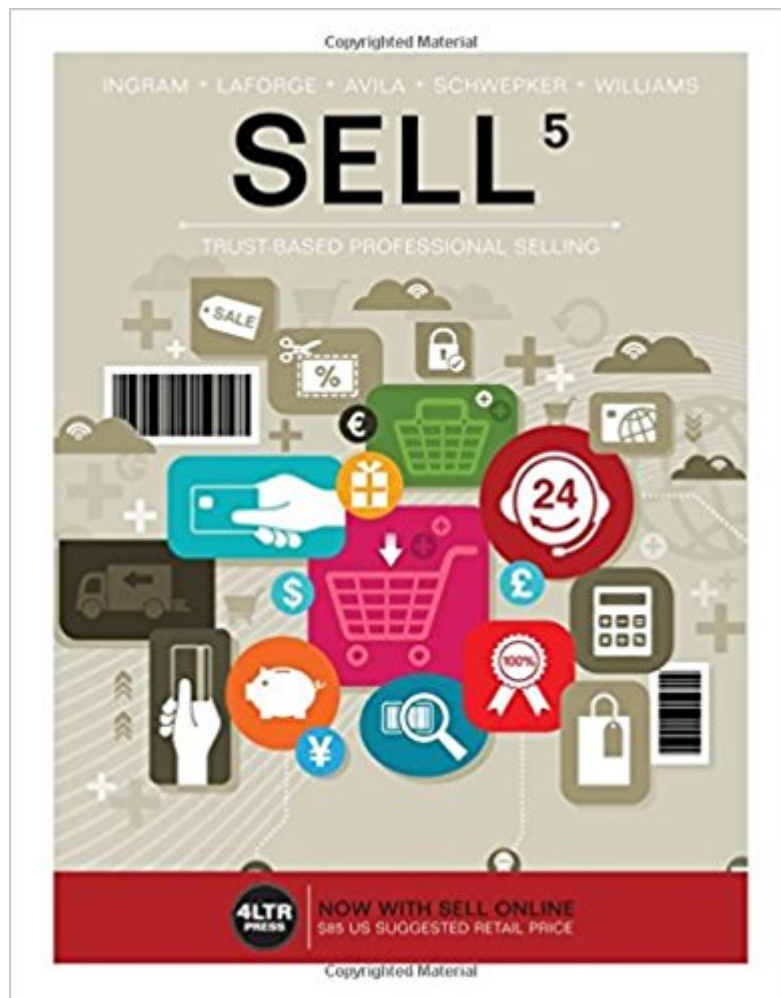


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Ramon A. Avila (Ph.D., Virginia Tech University) is the George and Frances Ball Distinguished Professor of Marketing at Ball State University. Before coming to Ball State, he worked in sales with the Burroughs Corporation. He has held two visiting professorships at the University of Hawaii and another at the Kelley School of Business at Indiana University. Dr. Avila was awarded the 2009 University Sales Center Alliance Distinguished Sales Educator. In 2003, Avila earned Ball State's Outstanding Faculty Award. In April 2002, he received a Leavey Award. This award was given for innovation in the classroom with his advanced selling class. Avila was presented the 1999 Mu Kappa Tau's Outstanding Contributor to the Sales Profession. He is only the third recipient of this award. He has also received the University's Outstanding Service award, the University's Outstanding Junior Faculty award, the College of Business Professor of the Year, and the Dean's Teaching award every year since its inception in 1987. Avila also sits on five editorial review boards. His primary research is in personal selling and sales management. His work has appeared in the JOURNAL OF MARKETING RESEARCH, JOURNAL OF PERSONAL SELLING & SALES MANAGEMENT, THE JOURNAL OF 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. Schwepker, 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. Schwepker'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. Schwepker 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. Schwepker 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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