
International Journal Of Hospitality Management

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Event Studies

Theory, research and policy for planned events *Routledge*

Event Studies is the only book devoted to developing knowledge and theory about planned events. It focuses on event planning and management, outcomes, the experience of events and the meanings attached to them, the dynamic processes shaping events and why people attend them. This title draws from a large number of foundation disciplines and closely related professional fields, to foster interdisciplinary theory focused on planned events. It brings together important discourses on events including event management, event tourism, and the study of events within various disciplines that are able to shed light on the roles, importance and impacts of events in society and culture. New to this edition: New sections on social and intangible influences, consumer psychology and legal environment, planning and policy framework to reflect recent developments in the field. Extended coverage of philosophy and research methods and how they can best be used in event studies; social media as a marketing tool; and the class and cultural influences of events. New and additional case studies throughout the book from a wide range of international events. Companion website to include PowerPoint slides and updated Instructor's Manual including suggested lecture outlines and sequence, quizzes per chapter and essay questions.

International Tourism and Hospitality in the Digital Age *IGI Global*

Tourism is one of the most rapidly evolving industries of the twenty-first

century. The economy of many countries all over the world depends on their ability to attract visitors and maintain a distinct edge in a highly competitive market. *International Tourism and Hospitality in the Digital Age* brings together the best practices for growth, development, and strategic management within the tourism and hospitality industries. Highlighting comparative research that explores the cross-cultural contexts and societal implications of tourism, this book is an essential resource for professionals, researchers, academics, and students interested in a contemporary approach to promoting, managing, and maximizing profitability of leisure and recreation services.

The Routledge Handbook of Hotel Chain Management *Routledge*

Understanding the global hotel business is not possible without paying specific attention to hotel chain management and dynamics. Chains are big business, approximately 80 percent of hotels currently being constructed around the world are chain affiliated and, in 2014, the five largest brands held over a one million rooms. The high economic importance of the hotel chains and their global presence justifies the academic research in the field however, despite this, there is no uniform coverage in the current body of literature. This Handbook aids in filling the gap by exploring and critically evaluates the debates, issues and controversies of all aspects of hotel chains from their nature, fundamentals of existence and operation, expansion, strategic and operational aspects of their activities and geographical presence. It brings together leading specialists from range of disciplinary backgrounds and regions to provide state-of-the-art

theoretical reflection and empirical research on current issues and future debates. Each of the five inter-related sections explores and evaluates issues that are of extreme importance to hotel chain management, focusing on theoretical issues, the expansion of hotel chains, strategic and operational issues, the view point of the individual affiliated hotel and finally the current and future debates in the theory and practice of hotel chain management arising from globalisation, demographic trends, sustainability, and new technology development. It provides an invaluable resource for all those with an interest in hotel management, hospitality, tourism and business encouraging dialogue across disciplinary boundaries and areas of study. This is essential reading for students, researchers and academics of Hospitality as well as those of Tourism, Marketing, Business and Events Management.

Consumer Behavior in Tourism and Hospitality Research *Emerald Group Publishing*

The chapters in this volume provide tools and evidence useful for deep understanding of tourists' buying, consumption, and being through examinations of consumers' self-descriptions of personal markers of their trip configurations.

Global Hospitality and Tourism Management Technologies *IGI Global*

"This book is a comprehensive source of information for those interested in tourism and hospitality management, approaches, and trends, and, covers the emerging research topics that will define the future of IT and cultural development in the 21st century"--Provided by publisher.

Food and Beverage Management

For the hospitality, tourism and event industries *Goodfellow Publishers Ltd*

Fifth edition of the best-selling textbook updated and revised to take account of current trends such as the experience economy, CSR, connectivity and smart controls, and allergen and data protection laws.

The Routledge Companion to International Hospitality Management *Routledge*

The hospitality sector is facing increasing competition and complexity over recent decades in its development towards a global industry. The strategic response to this is still that hospitality companies try to grow outside their traditional territories and domestic markets, while the expansion patterns and M&A activities of international hotel and restaurant chains reflect this phenomenon. Yet, interestingly, the strategies, concepts, and methods of internationalization as well as the managerial and organizational challenges and impacts of globalizing the hospitality business are under-researched in this industry. While the mainstream research on international management offers an abundance of information and knowledge on topics, players, trends, concepts, frameworks, or methodologies, its ability to produce viable insights for the hospitality industry is limited, as the mainstream research is taking place outside of the service sector. Specific research directions and related cases like the international dimensions of strategy, organization, marketing, sales, staffing, control, culture, and others to the hospitality industry are rarely identifiable

so far. The core rationale of this book is therefore to present newest insights from research and industry in the field of international hospitality, drawing together recent scientific knowledge and state-of-the-art expertise to suggest directions for future work. It is designed to raise awareness on the international factors influencing the strategy and performance of hospitality organizations, while analyzing and discussing the present and future challenges for hospitality firms going or being international. This book will provide a comprehensive overview and deeper understanding of trends and issues to researchers, practitioners, and students by showing how to master current and future challenges when entering and competing in the global hospitality industry.

Planning Research in Hospitality and Tourism *Routledge*

Planning Research in Hospitality and Tourism provides an accessible, concise and practical guide to planning, conducting and analysing research in tourism and hospitality. The authors skilfully introduce the basic principles and techniques of research in the international hospitality and tourism sectors, and provide detailed guidance on both quantitative and qualitative methods of research. It includes a variety of features throughout to aid students' understanding and offers practical tips to help students overcome any potential research issues. Building on the success of the first edition, the volume has been fully revised and updated, and contains new chapters on mixed methods and how to make best use of recent technology in research practices. The second edition also benefits from:

- increased coverage of

- research design strategies including sampling, ethnography and experimental design
- inclusion of computer-mediated data collection techniques, such as online interviews, online focus groups and online observation (netnographic research)
- new and updated international case studies and extracts, with a more even spread of tourism and hospitality examples of research
- online student and lecturer resources, including PowerPoint slides and a test bank of multiple choice and true/false questions for each chapter.

Written by three leading scholars with experience of both the industry and university courses globally, this insightful text is an essential resource for all tourism and hospitality research students and early career research professionals around the world.

International Hospitality Industry *Routledge*

With contributions from leading figures in the field The International Hospitality Industry looks at both specific sectors of the industry, such as restaurants, cruises, hotels and contract foodservice. The book moves on to highlight the key issues that will be encountered within every sector of the industry - operations, IT, marketing and HR among others - thereby providing the reader with an all-encompassing and comparative overview of the field.

Festival and Events Management *Routledge*

Festival and Events Management: an international perspective is a unique text looking at the central role of events management in the cultural, tourism and arts industries. With international contributions from industry and

academia, the text looks at the following: * Events & cultural environments * Managing the arts & leisure experience * Marketing, policies and strategies of art and leisure management Chapters include exercises, and additional teaching materials and solutions to questions are provided as part of an accompanying online resource.

The SAGE Handbook of Hospitality Management SAGE

At last, a comprehensive, systematically organized Handbook which gives a reliable and critical guide to all aspects of one of the world's leading industries: the hospitality industry. The book focuses on key aspects of the hospitality management curriculum, research and practice bringing together leading scholars throughout the world. Each essay examines a theme or functional aspect of hospitality management and offers a critical overview of the principle ideas and issues that have contributed, and continue to contribute, within it. Topics include: • The nature of hospitality and hospitality management • The relationship of hospitality management to tourism, leisure and education provision • The current state of development of the international hospitality business • The core activities of food, beverage and accommodation management • Research strategies in hospitality management • Innovation and entrepreneurship trends • The role of information technology The SAGE Handbook of Hospitality Management constitutes a single, comprehensive source of reference which will satisfy the information needs of both specialists in the field and non-specialists who require a contemporary introduction to the hospitality industry and its analysis. Bob

Brotherton formerly taught students of Hospitality and Tourism at Manchester Metropolitan University. He has also taught Research Methods to Hospitality and Tourism students at a number of international institutions as a visiting lecturer; Roy C. Wood is based in the Oberoi Centre of Learning and Development, India

Tourism Management Routledge

Tourism Management: managing for change is a complete synthesis of tourism, from its beginnings through to the major impacts it has on today's global community, the environment and economy. Provocative and stimulating, it challenges the conventional thinking and generates reflection, thought and debate. This bestselling book is now in its third edition and has been fully revised and updated to include complete set of brand new case studies, a new four colour page design to enhance learning and improved online companion resources packed with must have information to assist in learning and teaching. Tourism Management covers the fundamentals of tourism, introducing the following key concepts: * The development of tourism * Tourism supply and demand * Sectors involved: transport, accommodation, government * The future of tourism: including forecasting and future issues affecting the global nature of tourism In a user-friendly, handbook style, each chapter covers the material required for at least one lecture within a degree level course. Written in a jargon-free and engaging style, this is the ultimate student-friendly text, and a vital introduction to this exciting, ever-changing area of study. The text is also accompanied by a companion website packed with extra resources for both students and

lecturers, including learning outcomes for each chapter, multiple choice questions, links to sample chapters of related titles and journal articles for further reading, as well as downloadable PowerPoint materials and illustrations from the text. Accredited lecturers can request access to download additional material by going to <http://textbooks.elsevier.com> to request access.

The International Hospitality Business *Thomson Learning*

Features forty contributions from well-known figures in the hospitality industry, academics, industrialists, and researchers, primarily from Europe and North America, writing on contemporary issues affecting the industry.

Heritage, Culture and Society

Research agenda and best practices in the hospitality and tourism industry *CRC Press*

Heritage, Culture and Society contains the papers presented at the 3rd International Hospitality and Tourism Conference (IHTC2016) & 2nd International Seminar on Tourism (ISOT 2016), Bandung, Indonesia, 10–12 October 2016). The book covers 7 themes: i) Hospitality and tourism management ii) Hospitality and tourism marketing iii) Current trends in hospitality and tourism management iv) Technology and innovation in hospitality and tourism v) Sustainable tourism vi) Gastronomy, foodservice and food safety, and vii) Relevant areas in hospitality and tourism Heritage, Culture and Society is a significant contribution to the literature on Hospitality and Tourism, and will be of interest to professionals and academia in both

areas.

Generation Z Marketing and Management in Tourism and Hospitality

The Future of the Industry *Springer Nature*

Generation Z (Gen Z) is the demographic cohort also known as Post-Millennials, the iGeneration or the Homeland Generation. Referring to individuals born roughly between the mid-1990s and the early 2000s, they are our youngest consumers, students, colleagues, and voters. Understanding them is a key aspect. In the context of the hospitality and tourism, Gen Z-ers represent the future in human resources, and service production and consumption. This book focuses on the aspirations, expectations, preferences and behaviours related to individuals within this demographic. It critically discusses their dynamism in driving the tourism sector and offers insights into the roles that Gen Z will inhabit as visitors, guests, consumers, employees, and entrepreneurs. This book is a valuable resource for managers, scholars and students interested in acquiring concrete knowledge on how Gen Z will shape the marketing and management of tourism-related services.

Hospitality Experience *Routledge*

Hospitality Experience offers students an exciting introduction to key aspects of hospitality management. The authors provide a refreshing focus on how hospitality experiences can be created and managed successfully. With a comprehensive overview of the hospitality industry, the textbook familiarizes students with the basics of hospitality management and offers

analysis as well as cases and practical examples. Designed primarily for entry-level students at all levels, the book will also be of interest to professionals working in the business.

Environmental Management Concepts and Practices for the Hospitality Industry *Cambridge Scholars Publishing*

Environmental management is essential to the successful operation of the hospitality businesses. This book simplifies the complex issue of environmental management for both students of hospitality and industry practitioners (such as hotel managers and restaurateurs). The study explains how global environmental problems affect the hospitality industry and vice versa. It also outlines the processes that should be followed in environmental management, and the specific environmental management practices of hospitality businesses in the areas of waste management, energy and water conservation. The book provides practical illustrations, review questions, and lists of keywords and concepts in each chapter. It provides a global perspective on the study of environmental management in the hospitality industry by drawing on success stories and previous research on the topic from across the globe.

International Journal of Contemporary Hospitality Management

Learning at work

Global Cases on Hospitality Industry *Routledge*

Get a comprehensive research-based look at real life hospitality industry

issues from leaders in the field *Global Cases on Hospitality Industry* is a comprehensive examination into hospitality issues around the world. This detailed look at the industry's dynamics uses an international perspective that provides reader understanding by spanning several strategic and functional areas in management practices. Leading academics, trainers, and consultants from around the globe offer research-based perspectives on real life issues in this competitive industry. This important text extensively explores various aspects of the industry from both Asian and Western countries, providing important insights into policymaking, research, consulting, and teaching. *Global Cases on Hospitality Industry* presents extensively-researched illustrative case studies and accounts of revealing management practices from experts around the world. This book explains both the positive and negative impact of certain real life policy and management decisions in various aspects of the industry. This text discusses topics such as marketing, human resources, strategy, entrepreneurship, the use of technology, and ethics, using inside looks into different hospitality and travel and tourism companies. The book includes numerous figures and tables to clearly illustrate research data. Topics in *Global Cases on Hospitality Industry* include: consumer marketing research price promotions consumer behaviors bed and breakfast expectation analysis assessment of service quality company organizational structure labor productivity human resource issues franchise restaurants impact around the world tour operator strategies similarity of problems between the hospitality and tourism industries heritage tourism

societal effects of tourism development ethical challenges and much more! *Global Cases on Hospitality Industry* is essential reading for hospitality management educators, students, trainers, and researchers in services management.

In Search of Hospitality *Routledge*

'In Search of Hospitality' is a unique contribution to the study of hospitality, exploring the practice of hospitality across disciplines, and adopting an international perspective where appropriate. 'In Search of Hospitality': *brings together an extraordinary collection of leading researches and writers in hospitality, sociology, philosophy and social history, providing a truly global perspective on hospitality * focuses the study of hospitality across the range of human, social and economic settings * provides a reference point for the future development of hospitality as an academic discipline. This text is ideal for students and academics in both the applied fields of hospitality and tourism studies, and general academic fields in business studies and behavioral sciences. For practitioners in hospitality, leisure and tourism businesses the text provides a provocative and informative guide to understanding and providing hospitality in commercial contexts.

Strategic Tools and Methods for Promoting Hospitality and Tourism Services *IGI Global*

Tourism marketing is a vital tool in promoting the overall health of the global economy by not only bringing necessary revenue to a particular region, but also providing an opportunity for tourists to explore another culture, building tolerance and overall exposure

to different ways of life. *Strategic Tools and Methods for Promoting Hospitality and Tourism Services* provides interdisciplinary perspectives in the areas of global tourism and hospitality. Highlighting cultural boundaries of strategic knowledge management through the use of case studies and theoretical research, as well as the opportunities and challenges of tourism marketing, this publication is an essential reference source for academicians, research scholars, marketing professionals, graduate-level students, and industry professionals interested in international travel and the vacation industry.

Routledge Handbook of Hospitality Marketing *Routledge*

This handbook analyzes the main issues in the field of hospitality marketing by focusing on past, present and future challenges and trends from a multidisciplinary global perspective. The book uniquely combines both theoretical and practical approaches in debating some of the most important marketing issues faced by the hospitality industry. Parts I and II define and examine the main hospitality marketing concepts and methodologies. Part III offers a comprehensive review of the development of hospitality marketing over the years. The remaining parts (IV-IX) address key cutting-edge marketing issues such as innovation in hospitality, sustainability, social media, peer-to-peer applications, Web 3.0 etc. in a wide variety of hospitality settings. In addition, this book provides a platform for debate and critical evaluation that enables the reader to learn from the industry's past mistakes as well as future opportunities. The handbook is international in its constitution as it

attempts to examine marketing issues, challenges and trends globally, drawing on the knowledge of experts from around the world. Because of the nature of hospitality, which often makes it inseparable from other industries such as tourism, events, sports and even retail, the book has a multidisciplinary approach that will appeal to these disciplines as well as others including management, human resources, technology, consumer behavior and anthropology.

Introduction to the UK Hospitality Industry: A Comparative Approach
Routledge

'An Introduction to the UK Hospitality Industry: a comparative approach' is a core text for introductory hospitality modules and courses. Unique in its structure; this text looks at key aspects and compares them with each sector of the industry to give students a broader and comprehensive view of the topic. Key aspects of the industry are discussed, including the following areas:

- * Management practices
- * Work patterns and employment practices
- * Industry and financial structures
- * IT applications
- * Customers and markets

Written in a user friendly style, the following features have been incorporated:

- * Chapter objectives
- * Case studies
- * Review questions
- * Chapter conclusions
- * Further reading and bibliography.

Contributors to this text are amongst the most highly acclaimed in the hospitality field and bring with them a wealth of knowledge.

Hospitality Branding *Cornell University Press*

In recent years the brand has moved squarely into the spotlight as the key to success in the hospitality industry.

Business strategy once began with marketing and incorporated branding as one of its elements; today the brand drives marketing within the larger hospitality enterprise. Not only has it become the chief means of attracting customers, it has, more broadly, become the chief organizing principle for most hospitality organizations. The never-ending quest for market share follows trend after trend, from offering ever more elaborate and sophisticated amenities to the use of social media as a marketing tool—all driven by the preeminence of the brand. Chekitan S. Dev's award-winning research has appeared in leading journals including *Cornell Hospitality Quarterly*, *Journal of Marketing*, and *Harvard Business Review*. He is the recipient of several major hospitality research and teaching awards. A former corporate executive with Oberoi Hotels & Resorts, he has served corporate, government, education, advisory, and private equity clients in more than forty countries as consultant, seminar leader, keynote speaker and expert witness. *Hospitality Branding* brings together the most important insights from the author's many years of research and experience, all in a single, affordably priced volume (available in both print and eBook formats). Skillfully blending the knowledge of recent history, the wisdom of cutting-edge research, and promise of future trends, this book offers hospitality organizations the advice they need to survive and thrive in today's competitive global business environment.

China Ready!

Chinese for Hospitality and Tourism
Routledge

China Ready! prepares students and

independent learners to work in the hospitality and tourism industry for high-value tourism business coming from China to English-speaking countries. The book focuses on listening and speaking skills – essential skills for learners. This book's features include the following: • Important cultural and social awareness factors for interacting with clients from China • Vocabulary • Real-life scenarios • Situational role playing and interactive listening • Experiential exercises to encourage learning outside the classroom The book is aimed at students who have attained the Common European Framework Reference (CEFR) A2 level and will bring them up to the CEFR B2/C1 level or 四级 (HSK) 4/5.

Global Dynamics in Travel, Tourism, and Hospitality *IGI Global*

Worldwide, tourism is the third largest economic activity in direct earnings after petroleum and automobile industries, and by far the largest one if indirect earnings are also taken into consideration. Taking into account the profound economic impact the tourism and hospitality industries can have on regions and cities around the world, further research in this area is critical. *Global Dynamics in Travel, Tourism, and Hospitality* takes a holistic approach to tourism and hospitality operations, education, and research. Highlighting the latest research in the field, real-world examples of how these industries are shaping economic development as well as future outlooks and opportunities for growth, this publication is an essential reference source for researchers, professionals, and graduate-level students.

Hospitality Management

A Brief Introduction *SAGE*

"An innovative and cross-cutting approach to Hospitality that examines the fundamentals of the subject in a concise and commendable way. Roy Wood's academic and practitioner expertise is brought to bear on this succinct synthesis of the subject that will quickly become a must read for all students and academics in the hospitality area." - Professor Stephen J. Page, Bournemouth University *Hospitality Management: A Brief Introduction* is designed for undergraduate and postgraduate students studying hotel and hospitality management and hospitality studies. The book includes coverage of the principal areas of functional management in hospitality including: employee relations accommodation management food and beverage management marketing and sales industry structure and strategy the nature of management roles hospitality management education future trends in the field. Roy Wood uses a wide range of established and contemporary research and reflects critically on its subject, including from the perspective of the hospitality consumer, to ensure that readers gain wide awareness of the realities and challenges of the hospitality industry.

Entrepreneurship in Hospitality and Tourism

a global perspective *Goodfellow Publishers Ltd*

'Entrepreneurship in Hospitality and Tourism: a global perspective' gives a new and definitive overview of the vital role and effective practice of entrepreneurship in one of the most dynamic industry sectors in the world.

The highly qualified international team of contributors ensures a global perspective.

Measuring Scholarly Impact

Methods and Practice *Springer*

This book is an authoritative handbook of current topics, technologies and methodological approaches that may be used for the study of scholarly impact. The included methods cover a range of fields such as statistical sciences, scientific visualization, network analysis, text mining, and information retrieval. The techniques and tools enable researchers to investigate metric phenomena and to assess scholarly impact in new ways. Each chapter offers an introduction to the selected topic and outlines how the topic, technology or methodological approach may be applied to metrics-related research. Comprehensive and up-to-date, *Measuring Scholarly Impact: Methods and Practice* is designed for researchers and scholars interested in informetrics, scientometrics, and text mining. The hands-on perspective is also beneficial to advanced-level students in fields from computer science and statistics to information science.

Employment Relations in the Hospitality and Tourism Industries

Psychology Press

This timely book is one of the first of its kind to consider contemporary issues such as skills shortages, labour turnover and training, as well as changes in employment protection law in different areas of the hospitality industry.

International Journal of Tourism and Hospitality Management in the Digital Age (IJTHMDA) Volume 1: to

10; Pages:11 to 20; Pages:21 to 30; Pages:31 to 40; Pages:41 to 50; Pages:51 to 60; Pages:61 to 70; Pages:71 to 80; Pages:81 to 81

The Routledge Companion to Mindfulness at Work *Routledge*

Given the ever-growing interest in the benefits of mindfulness to organizations and the individuals who work in them, this Companion is a comprehensive primary reference work for mindfulness (including creativity and flow) in the workplace, including business, healthcare, and educational settings. Research shows that mindfulness boosts creativity through greater insight, receptivity, and balance, and increases energy and a sense of wellbeing. This Companion traces the genesis and growth of this burgeoning field, tracks its application to the workplace, and suggests trends and future directions. With contributions from leading scholars and practitioners in business, leadership, psychology, healthcare, education, and other related fields, *The Routledge Companion to Mindfulness at Work* is an extensive reference work which will be a vital resource to the fields of management and organizational studies, human resource management, psychology, spirituality, cultural anthropology, and sociology. Each chapter will present a listing of key topics, a case or situation that illustrates the application of the themes, workplace lessons, and reflection questions.

Handbook of Human Resource Management in the Tourism and Hospitality Industries

Edward Elgar Publishing

The hospitality and tourism sector is an increasingly significant contributor to

GDP worldwide, as well as a key source of employment in developing regions. Drawing on contemporary research, this Handbook provides a provocative review of the major human resource challenges facing the hospitality and tourism sector today.

Strategic Management for Hospitality and Tourism *Routledge*

Strategic Management for Hospitality and Tourism is an essential text for both intermediate and advanced learners aspiring to build their knowledge related to the theories and perspectives on the topic. The book provides critical and analytical insights on contemporary theoretical models and management practices while enhancing the learning process through worked examples and cases applied to the hospitality and tourism setting. This new edition highlights the rapidly changing socio-economic and political global landscape and addresses the cultural and socio-economic complexities of hospitality and tourism organizations in the new era. It has been fully updated to include: A new chapter on finance, business ethics, corporate social responsibility, and leadership as well as new content on globalisation, experience economy, crisis management, consumer power, developing service quality, innovation and implementation of principles. New features to aid understanding of the application of theory, and spur critical thinking and decision making. New international case studies with reflective questions throughout the book from both SME's and large-scale businesses. Updated online resources including PowerPoint presentations, additional case studies and exercises, and web links to aid both teaching and learning. Highly illustrated and in full colour

design, this book is essential reading for all future hospitality and tourism managers.

New Frontiers in Hospitality and Tourism Management in Africa *Springer Nature*

This book provides a management perspective on the full historical, contemporary, and geographic landscape of hospitality and tourism (H&T) in Africa. In so doing, it critically assesses and challenges the applicability of Western theories within the African context and draws attention to the insights offered by African management concepts. A variety of key topics are examined, including, for example, H&T management practices and management innovation in Africa, the drivers of and variation in uptake of Western management practices, policies and strategies to promote the development of H&T organizations, the influence of management practices on the competitiveness of African countries as tourism destinations, and areas for improvement of H&T organizations in Africa in the digital age. The approach is multidisciplinary. Both local and global perspectives are presented by authors from Africa, Europe, North America, and Asia, with inclusion of intra- and inter-country comparisons. This book will be essential reading for scholars, students, businesses, and policy makers with an interest in H&T in Africa.

Global Alliances in Tourism and Hospitality Management *Psychology Press*

Target your business strategies to fit specific tourist cultures! Since Thomas Cook packaged the first tour in 1841, hospitality and tourism enterprises have forged long-term alliances with one

another. Yet research suggests that most such alliances will fail. What goes wrong? How can tourism professionals take advantage of all the benefits of international cooperation while minimizing the potentially disastrous risks of failure? *Global Alliances in Tourism and Hospitality Management* provides empirical research, case studies, and theory to help you make the right decisions about this potentially high-profit strategy. To compete in the world travel market, a firm must increase its ability to reach, serve, and satisfy its target markets, while lowering costs. Making an alliance is often the most efficient and effective way to reach these twin goals. However, many firms make alliances without sufficient planning and end up paying the price in failed tours, dissatisfied customers, and damaged reputation. The five critical questions that must be answered before creating a partnership include: Do we want to partner? Do we have an ability to partner? With whom do we partner? How do we partner? How do we sustain and renew a partnership over time? *Global Alliances in Tourism and Hospitality Management* offers specific, detailed ideas and research on vital topics, including: deciding how and when to form alliances handling multicultural management issues identifying the basic elements of successful--and not so successful--partnerships discovering the effects of culture on purchasing decisions dealing with conflicts within alliances ensuring cross-agency cooperation The development and management of alliances is a critical skill. *Global Alliances in Tourism and Hospitality Management* provides you with the strategies you need to build successful alliances. International in scope, this informative guide will help

marketers, managers, and other professionals in the hospitality industry to lower company costs, raise profits, and gain strategic advantages in diversified markets.

Emerging Transformations in Tourism and Hospitality

"This significant and timely volume critically discusses the effects of emerging trends and shifting dynamics on the tourism and hospitality industry at local, regional, national and international levels in a holistic manner. This book offers a multi-disciplinary and inter-disciplinary approach and examines emerging topics such as technology and disruptive economies as well as the Covid-19 pandemic that are likely to change the future of the industry, either positively or negatively. The book thus advances the knowledge surrounding emergent controversies pertaining to tourism and hospitality including the growth of alternative business models (e.g. sharing economy business models), travel in light of climate change, and human resource ethics given the increasing adoption of artificial intelligence (AI), data and algorithms. Offering a platform for the critical discussion of pertinent transformations and, as such, providing theoretical and practical insights, this book will be of great value to destination planners, policymakers, industry practitioners, educators and upper-level students of tourism and hospitality"--

Managing Hospitality Organizations

Achieving Excellence in the Guest Experience *SAGE Publications*

Managing Hospitality Organizations: Achieving Excellence in the Guest Experience takes students on a journey

through the evolving service industry. Each chapter focuses on a core principle of hospitality management and is packed with practical advice, examples, and cases from some of the best companies in the service sector. Students will learn invaluable skills for managing the guest experience in today's ultracompetitive environment. The Second Edition includes new coverage of technology, sustainability, sexual harassment, diversity and inclusion, and ethical leadership.

Leisure Marketing *Routledge*

Divided into nine parts, *Leisure Marketing: a global perspective* guides the reader through leisure and marketing concepts, the marketing mix, key issues in different sectors, topical issues (such as globalisation, marketing research and ethics, for example branding and environmental issues), and the future of leisure marketing. A section of the book is devoted entirely to international case studies, which illustrate and highlight key themes and issues raised throughout in order to facilitate learning. Example of international cases used are: Disneyland Resort, Paris; The Marketing Mix Manchester United Football Club; Marketing the Brand The Growth of the Online Retail Travel Market Hilton Head Island, USA; The Leisure Island for Golf and Leisure Shopping Health, Leisure and Tourism Marketing including Spa Hotels, Health Clubs and lake Resorts.

This book combines real world experience with a solid theoretical framework. It is essential reading for anyone studying, teaching or working in marketing in the leisure industry.

Life Cycle Assessment (LCA) and Life Cycle Analysis in Tourism: A Critical Review of Applications and Implications *Springer*

Tourism is an activity that anyone can take part in, regardless of their age, gender, nationality or level of income. This makes tourism one of the most rapidly developing industries in the world. Despite the number of benefits which tourism produces, it also has significant negative impacts on the environment. To minimise the scope of these negative impacts, joint efforts combining tourism and environmental management are called for. This book examines the application of the Life Cycle Assessment (LCA) method and lifecycle thinking as a tool to generate more accurate and holistic appraisals of the environmental impacts of tourism. Looking at the issue of sustainability of tourism operations, the book evaluates how it can be improved. It highlights the potential of LCA to affect tourist behaviour and contribute to tourism policy-making and managerial practice. This book provides a valuable resource for undergraduates, postgraduates and researchers interested in sustainable tourism, sustainable development and environmental impact assessment.