

## An Electronic Intelligent Hotel Management System For

This text provides guidelines to develop tools for smart processing of knowledge and information. It uses cutting-edge ideas, recent research, and case studies to explore the complexities and challenges of modern knowledge management issues.

This book features a collection of high-quality research papers presented at the International Conference on Tourism, Technology & Systems (ICOTTS 2019), held at the Universidad Abierta Interamericana, in Buenos Aires, Argentina, from 5th to 7th December 2019. It covers the areas technology in tourism and the tourist experience, generations and technology in tourism, digital marketing applied to tourism and travel, mobile technologies applied to sustainable tourism, information technologies in tourism, digital transformation of tourism business, e-tourism and tourism 2.0, big data and management for travel and tourism, geotagging and tourist mobility, smart destinations, robotics in tourism, and information systems and technologies.

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.

This book explores a wide range of emerging cultural, heritage, and other tourism issues that will shape the future of hospitality and tourism research and practice in the digital and innovation era. It offers stimulating new perspectives in the fields of tourism, travel, hospitality, culture and heritage, leisure, and sports within the context of a knowledge society and smart economy. A central theme is the need to adopt a more holistic approach to tourism development that is aligned with principles of sustainability; at the same time, the book critically reassesses the common emphasis on innovation as a tool for growth-led and market-oriented development. In turn, fresh approaches to innovation practices underpinned by ethics and sustainability are encouraged, and opportunities for the exploration of new research avenues and projects on innovation in tourism are highlighted. Based on the proceedings of the Sixth International Conference of the International Association of Cultural and Digital Tourism (IACuDiT) and edited in collaboration with IACuDiT, the book will appeal to a broad readership encompassing academia, industry, government, and other organizations.

Now in its 44th edition, British Qualifications is the definitive one-volume guide to every qualification on offer in the United Kingdom. With full details of all institutions and organizations involved in the provision of further and higher education, this publication is an essential reference source for careers advisors, students and employers. It also includes a comprehensive and up-to-date description of the structure of further and higher education in the UK. The book includes information on awards provided by over 350 professional institutions and accrediting bodies, details of academic universities and colleges and a full description of the current framework of academic and vocational education. It is compiled and checked annually to ensure accuracy of information.

The main objective of pervasive computing systems is to create environments where computers become invisible by being seamlessly integrated and connected into our everyday environment, where such embedded computers can then provide information and exercise intelligent control when needed, but without being obtrusive. Pervasive computing and intelligent multimedia technologies are becoming increasingly important to the modern way of living. However, many of their potential applications have not yet been fully realized. Intelligent multimedia allows dynamic selection, composition and presentation of the most appropriate multimedia content based on user preferences. A variety of applications of pervasive computing and intelligent multimedia are being developed for all walks of personal and business life. Pervasive computing (often synonymously called ubiquitous computing, palpable computing or ambient intelligence) is an emerging field of research that brings in revolutionary paradigms for computing models in the 21st century. Pervasive computing is the trend towards increasingly ubiquitous connected computing devices in the environment, a trend being brought about by a convergence of advanced electronic – and particularly, wireless – technologies and the Internet. Recent advances in pervasive computers, networks, telecommunications and information technology, along with the proliferation of multimedia mobile devices – such as laptops, iPods, personal digital assistants (PDAs) and cellular telephones – have further stimulated the development of intelligent pervasive multimedia applications. These key technologies are creating a multimedia revolution that will have significant impact across a wide spectrum of consumer, business, healthcare and governmental domains.

Handbook of Hospitality Operations and IT provides an authoritative resource for critical reviews of research into both operations and IT management. Internationally renowned scholars provide in-depth essays and explanations of case studies, to illustrate how practices and concepts can be applied to the hospitality industry. The depth and coverage of each topic is unprecedented. A must-read for hospitality researchers and educators, students and industry practitioners.

This book presents the proceedings of the 2020 International Conference on Intelligent Systems Applications in Multi-modal Information Analytics, held in Changzhou, China, on June 18–19, 2020. It provides comprehensive coverage of the latest advances and trends in information technology, science and engineering. It addresses a number of broad themes, including data mining, multi-modal informatics, agent-based and multi-agent systems for health and education informatics, which inspire the development of intelligent information technologies. The contributions cover a wide range of topics such as AI applications and innovations in health and education informatics; data and knowledge management; multi-modal application management; and web/social media mining for multi-modal informatics. Outlining promising future research directions, the book is a valuable resource for students, researchers and professionals, and a useful reference guide for newcomers to the field.

As with other parts of business, technology is having a profound effect on the world of work and management of human resources. Technology is a key enabler for faster, cheaper and better delivery of HR services and in some cases can have a transformational as well as unintended negative effect. Designed for the digital era, e-HRM is one of the first textbooks on these developments. It incorporates the most current and important HR technology related topics in four distinct parts under one umbrella, written by leading scholars and practitioners drawn from across the world. All the chapters have a uniform structure and pay equal attention to theory and practice with an applied focus. Learning resources of the book include chapter-wide learning objectives, case studies, debates on related burning issues, and the companion website includes lecture slides and a question bank.

This book focuses on the implementation of Artificial Intelligence in Business, Education and Healthcare, It includes

research articles and expository papers on the applications of Artificial Intelligence on Decision Making, Entrepreneurship, Social Media, Healthcare, Education, Public Sector, FinTech, and RegTech. It also discusses the role of Artificial Intelligence in the current COVID-19 pandemic, in the health sector, education, and others. It also discusses the impact of Artificial Intelligence on decision-making in vital sectors of the economy.

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

The Emerald Handbook of ICT in Tourism and Hospitality incorporates key research findings, in-depth case studies and discussion of the future implications stemming from technologies changes and developments across a number of core themes.

ENTER has now met for six years, providing a valuable forum for researchers and practitioners to discuss and debate their ideas and perspectives regarding the nature and role of tourism and information technology in global society. Over the years, the nature and rate of change in the tourism industry has been overwhelming. The internet and related technologies are now dominant agents of change and have created a "new economy" which requires new processes and strategies to replace those developed for the "old economy". The theme of ENTER 2000, "Keeping Pace with Change - New Frontiers for IT and Tourism", captures the challenges that we face at the beginning of the new millennium. The papers included in this volume illustrate the incredible growth in research and development in this area and reflect its youth, vitality and at the same time, maturation. Perhaps most important, these papers document how this new technology has changed and, in turn, how the industry has responded. The series of proceedings of which this volume is a part is creating a unique body of knowledge about the intertwined emergence of tourism and technology. There are, perhaps, three overriding themes of this congress. First is the focus on the tourist. Professor Stock's keynote address "Intelligent Interfaces for the Tourist" is a good representative of a series of papers discussing how information systems, electronic markets, and user interfaces have been or can be developed to enhance the tourist experience.

Using a combination of theoretical discussion and real-world case studies, this book focuses on current and future use of RAISA technologies in the tourism economy, including examples from the hotel, restaurant, travel agency, museum, and events industries.

The International Encyclopedia of Hospitality Management covers all of the relevant issues in the field of hospitality management from both a sectoral level: \* Lodging \* Restaurants \* Clubs \* Time-share \* Conventions As well as a functional one: \* Accounting & finance \* Marketing \* Human resources \* Information technology \* Facilities management Its unique user-friendly structure enables readers to find exactly the information they require at a glance; whether they require broad detail which takes a more cross-sectional view across each subject field, or more focussed information which looks closely at specific topics and issues within the hospitality industry today. Section Editors: Peter Harris - ACCOUNTING & FINANCE Oxford Brookes University, UK Zheng Gu - ACCOUNTING & FINANCE University of Nevada, Las Vegas, USA Randall Upchurch - CLUB MANAGEMENT & TIMESHARE MANAGEMENT University of Central Florida, USA Patti Shock - EVENT MANAGEMENT University of Nevada, Las Vegas, USA Deborah Breiter - EVENT MANAGEMENT University of Central Florida, USA David Stipanuk - FACILITIES MANAGEMENT Cornell University, USA Darren Lee-Ross - HUMAN RESOURCES MANAGEMENT James Cook University, Australia Gill Maxwell - HUMAN RESOURCES MANAGEMENT Caledonian Glasgow University, UK Dimitrios Buhalis - INFORMATION TECHNOLOGY University of Surrey, UK Allan Stutts - LODGING MANAGEMENT American Intercontinental University, USA Stowe Shoemaker - MARKETING University of Houston, USA Linda Shea - MARKETING University of Massachusetts, USA Dennis Reynolds - RESTAURANTS & FOODSERVICE MANAGEMENT Washington State University, USA Arie Reichel - STRATEGIC MANAGEMENT Ben-Gurion University, Israel \* Global scope and focus, from an eminent international editorial team \* User-friendly A-Z structure with three distinct levels of entries \* Fully indexed and cross referenced with detailed references for further study

Focuses on marketing strategies implemented in tourism services firms and includes a collection of papers related to specific marketing strategies. This title presents the application of specific marketing strategies such as experiential marketing, branding, target marketing, relationship marketing and e-marketing in tourism.

Smart grid and microgrid technology are growing exponentially as they are adopted throughout the world. These new technologies have revolutionized the way electricity is produced, delivered, and consumed, and offer a plethora of benefits as well as the potential for further growth. It is critical to examine the current stage of smart grid and microgrid development as well as the direction they are headed as they continue to expand in order to ensure that cost-effective, reliable, and efficient systems are put in place. The Research Anthology on Smart Grid and Microgrid Development is an all-encompassing reference source of the latest

innovations and trends within smart grid and microgrid development. Detailing benefits, challenges, and opportunities, it is a crucial resource to fully understand the current opportunities that smart grids and microgrids present around the world. Covering a wide range of topics such as traditional grids, future smart grids, electrical distribution systems, and microgrid integration, it is ideal for engineers, policymakers, systems developers, technologists, researchers, government officials, academicians, environmental groups, regulators, utilities specialists, industry professionals, and students.

This Fourth Edition helps readers develop the wide-ranging knowledge and analytical skills they need to succeed in today's burgeoning and dynamic hotel industry. This comprehensive volume encourages critical thinking by providing different points of view through contributions from sixty leading industry professionals and academics. Within a coherent theoretical structure, this updated edition enables readers to formulate their own ideas and solutions.

As the hospitality industry continues to grow, managers and educators are faced with the task of preparing future hospitality professionals for a rewarding but challenging career. Due to the impact of an ever-changing economy on the industry as a whole, the education of hotel managers and professionals has become an increasingly important area of study. Educational Strategies for the Next Generation Leaders in Hotel Management combines practical experience with the effective pedagogical approaches being implemented in higher learning institutions and hospitality programs internationally. Highlighting key issues surrounding the current and future scope of hotel management and the skills and knowledge necessary for career success in the hospitality industry, this publication is an essential reference source for hospitality managers, educators, and students interested in the future of the industry and the best practices for hospitality education. This publication features timely, research-based chapters and analysis relevant to topics in the hospitality industry including, but not limited to, craft-based learning, e-learning, higher education, hospitality management, human resources, opening delays, professional development, six sigma, women in global leadership, and work integrated learning.

This book constitutes the refereed proceedings of the IFIP WG 8.6 International Working Conference "Smart Working, Living and Organising" on Transfer and Diffusion of IT, TDIT 2018, held in Portsmouth, UK, in June 2018. The 17 revised full papers and 2 short papers presented were carefully reviewed and selected from 34 submissions. They deal with the adoption of new classes of technology used by individuals, organisations, sectors and society with a particular focus on how emerging technologies are adopted and appropriated in organisations and everyday life and their impact. The papers are organized in the following topical sections: being smart: adoption challenges; sharing economy and social media; government and infrastructure; IT project management; and revisiting concepts and theories.

The International Encyclopedia of Hospitality Management is the definitive reference work for any individual studying or working in the hospitality industry. There are 185 Hospitality Management degrees in the UK alone. This new edition updates and significantly revises twenty five per cent of the entries and has an additional twenty new entries. New online material makes it the most up-to-date and accessible hospitality management encyclopedia on the market. It covers all of the relevant issues in the field of hospitality management from a sectoral level (lodging, restaurants/food service, time-share, clubs and events) as well as a functional one (accounting and finance, marketing, strategic management, human resources, information technology and facilities management). Its unique, user-friendly structure enables readers to find exactly the information they require at a glance – whether they require broad detail that takes a more cross-sectional view across each subject field or more focused information that looks closely at specific topics and issues within the hospitality industry today.

The travel industry has been through exceptional upheaval and change. Plunkett's Airline, Hotel & Travel Industry Almanac will be your complete guide to this fascinating industry. After reeling from the effects of the September 11, 2001 tragedies, the travel business is now emerging as a more streamlined, efficient and focused industry. Many of the biggest, most successful firms are becoming extremely global in nature. Meanwhile, most airlines are struggling to return to profitability, while low-cost providers Southwest Airlines and JetBlue continue to set the standard for air travel. Deregulation is opening up huge travel markets in India and China. On the hotel side, massive management firms, development companies and real estate investment trusts are gaining in scale and influence. The booking of travel online is perhaps the most successful niche of all of the world's e-commerce efforts. Consumers use the Internet to become better informed and to seek bargains. Online sites like Travelocity, Priceline and Orbitz steer millions of consumers toward specific airlines and hotels in a manner that lowers prices and improves satisfaction among consumers. The exciting new reference book (which includes a fully-featured database on CD-ROM) will give you access to the complete scope of the travel industry, including: Analysis of major trends; Market research; Statistics and historical tables; Airlines; Hotel operators; Entertainment destinations such as resorts and theme parks; Tour operators; The largest travel agencies; E-commerce firms; Cruise lines; Casino hotels; Car rental; and much, much more. You'll find a complete overview, industry analysis and market research report in one superb, value-priced package. It contains thousands of contacts for business and industry leaders, industry associations, Internet sites and other resources. This book also includes statistical tables, a travel industry glossary, industry contacts and thorough indexes. The corporate profile section of the book includes our proprietary, in-depth profiles of over 300 leading companies in all facets of the travel industry. Purchasers of either the book or PDF version can receive a free copy of the company profiles database on CD-ROM, enabling key word search and export of key information, addresses, phone numbers and executive names with titles for every company profiled.

Service operations management in the tourism and hospitality industry requires a high level of coordination, communication and facilitation to satisfy visitors. In all of these activities, service excellence means a lot to visitors in terms of their experience, and to the business it means repeat customers and word-of-mouth marketing. Based on fresh empirical evidence from the field, this book captures the different approaches and challenges to service excellence in the Asian tourism and hospitality industry. Focusing on hotels, attractions, transport providers and other segments in tourism and hospitality, this book presents new case studies underlining and detailing global and local travel industry practices. The book is meant as a reference and supplementary reading for students, researchers and industry practitioners.

The interdisciplinary field of smart digital systems is crucial to modern computer science, encompassing artificial intelligence, information systems and engineering. For over a decade the mission of KES International has been to provide publication opportunities for all those who work in knowledge intensive subjects. The conferences they run worldwide are aimed at facilitating the dissemination, transfer, sharing and brokerage of knowledge in a number of leading edge technologies. This book presents some 80 papers selected after peer review for inclusion in three KES conferences, held as part of the Smart Digital Futures 2014 (SDF-14) multi-theme conference in Chania, Greece, in June 2014. The three conferences are: Intelligent Decision

Technologies (KES-IDT-14), Intelligence Interactive Multimedia Systems and Services (KES-IIMSS-14), and Smart Technology-based Education and Training (KES-STET-14). The book will be of interest to all those whose work involves the development and application of intelligent digital systems.

This book presents innovative ideas, cutting-edge findings, and novel techniques, methods, and applications in a broad range of cybersecurity and cyberthreat intelligence areas. As our society becomes smarter, there is a corresponding need to secure our cyberfuture. The book describes approaches and findings that are of interest to business professionals and governments seeking to secure our data and underpin infrastructures, as well as to individual users. 1. Highlights recent applications and techniques in cyber intelligence 2. Includes the proceedings of the 2021 International Conference on Applications and Techniques in Cyber Intelligence (ATCI 2021) 3. Presents a broad range of scientific research on cyber intelligence.

For any organization to be successful, it must operate in such a manner that knowledge and information, human resources, and technology are continually taken into consideration and managed effectively. Business concepts are always present regardless of the field or industry – in education, government, healthcare, not-for-profit, engineering, hospitality/tourism, among others. Maintaining organizational awareness and a strategic frame of mind is critical to meeting goals, gaining competitive advantage, and ultimately ensuring sustainability. The Encyclopedia of Organizational Knowledge, Administration, and Technology is an inaugural five-volume publication that offers 193 completely new and previously unpublished articles authored by leading experts on the latest concepts, issues, challenges, innovations, and opportunities covering all aspects of modern organizations. Moreover, it is comprised of content that highlights major breakthroughs, discoveries, and authoritative research results as they pertain to all aspects of organizational growth and development including methodologies that can help companies thrive and analytical tools that assess an organization's internal health and performance. Insights are offered in key topics such as organizational structure, strategic leadership, information technology management, and business analytics, among others. The knowledge compiled in this publication is designed for entrepreneurs, managers, executives, investors, economic analysts, computer engineers, software programmers, human resource departments, and other industry professionals seeking to understand the latest tools to emerge from this field and who are looking to incorporate them in their practice. Additionally, academicians, researchers, and students in fields that include but are not limited to business, management science, organizational development, entrepreneurship, sociology, corporate psychology, computer science, and information technology will benefit from the research compiled within this publication.

This book offers a comprehensive understanding of the concept and scope of the tourism industry in general and of destination marketing and management in particular. Taking an integrated and comprehensive approach, it focuses on both the macro and micro aspects of destination marketing and management. The book consists of 27 chapters presented in seven parts with the following themes: concept, scope and structure of destination marketing and management, destination planning and policy, consumer decision-making processes, destination marketing research, destination branding and positioning, destination product development and distribution, the role of emerging technologies in destination marketing, destination stakeholder management, destination safety, disaster and crisis management, destination competitiveness and sustainability, and challenges and opportunities for destination marketing and management.

Hospitality is a huge umbrella industry encompassing a wide variety of careers in guest lodging, event planning, and transportation. This volume explores the intersection between technology and hospitality, revealing the ways in which computers and coding drive and expand the field of guest services. In a world revolutionized by rides on demand and app-enabled home sharing, hospitality combines high-tech innovation with human expertise and charm in order to offer the best possible guest experience in the modern world. This compelling book offers readers an exciting glimpse into the possibilities of future jobs in the world of tech-enhanced service.

The HRM field is entering smart businesses where the human, digital and high-tech dimensions seem to increasingly converge, and HRM needs to anticipate its own smart future. Technological developments and interconnectedness with and through the Internet (often called the "Internet of Things") set new challenges for the HRM function. Smartness enacted by HRM professionals - notions of "smart industries", "smart things" and "smart services" - all put new pressures on strategic HRM. Since the 1990s, organisations have increasingly been introducing electronic Human Resource Management (e-HRM), with the expectation of improving the quality of HRM and increasing its contribution to firm performance. These beliefs originate from ideas about the endless possibilities of information technologies (IT) in facilitating HR practices, and about the infinite capacity of HRM to adopt IT. This book focuses on the progression from e-HRM to digital (d-HRM) - towards smart HRM. It also raises several important questions that businesses and scholars are confronted with: What kind of smart solution can and will HRM offer to meet the expectations of the latest business developments? Can HRM become smart and combined digitisation, automation and a network approach? How do businesses futureproof their HRM in the smart era? What competences do employees need to ensure businesses flourish in smart industries? With rapid technological developments and ever-greater automation and information available, the HRM function needs to focus on non-routine and complex, evidence-based and science-inspired, and creative and value-added professionally demanding tasks.

This book gathers the proceedings of the 7th International Conference, with the theme Culture and Tourism in a Smart, Globalized and Sustainable World, held on Hydra Island, Greece, on June 17-19, 2020, published with the support of the International Association of Cultural and Digital Tourism. Highlighting the contributions made by numerous writers to the advancement of tourism research, this book presents a critical academic discourse on sustainable practices in the smart tourism context, improving readers' understanding of, and stimulating future debates in, this critical area. In addition to

the knowledge economy and the concept of smart destinations, the book addresses new modes of tourism management and development, as well as emerging technologies, including location-based services, the Internet of things, smart cities, mobile services, gamification, digital collections and the virtual visitor, social media, social networking, and augmented reality.

This book presents cutting edge research on the development of analytics in travel and tourism. It introduces new conceptual frameworks and measurement tools, as well as applications and case studies for destination marketing and management. It is divided into five parts: Part one on travel demand analytics focuses on conceptualizing and implementing travel demand modeling using big data. It illustrates new ways to identify, generate and utilize large quantities of data in tourism demand forecasting and modeling. Part two focuses on analytics in travel and everyday life, presenting recent developments in wearable computers and physiological measurement devices, and the implications for our understanding of on-the-go travelers and tourism design. Part three embraces tourism geoanalytics, correlating social media and geo-based data with tourism statistics. Part four discusses web-based and social media analytics and presents the latest developments in utilizing user-generated content on the Internet to understand a number of managerial problems. The final part is a collection of case studies using web-based and social media analytics, with examples from the Sochi Olympics on Twitter, leveraging online reviews in the hotel industry, and evaluating destination communications and market intelligence with online hotel reviews. The chapters in this section collectively describe a range of different approaches to understanding market dynamics in tourism and hospitality.

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.

The internet of things (IoT) enhances customer experience, increases the amount of data gained through connected devices, and widens the scope of analytics. This provides a range of exciting marketing possibilities such as selling existing products and services more effectively, delivering truly personalized customer experiences, and potentially creating new products and services. Smart Marketing With the Internet of Things is an essential reference source that discusses the use of the internet of things in marketing, as well as its importance in enhancing the customer experience. Featuring research on topics such as augmented reality, sensor networks, and wearable technology, this book is ideally designed for business professionals, marketing managers, marketing strategists, academicians, researchers, and graduate-level students seeking coverage on the use of IoT in enhancing customer marketing outcomes.

Application of Intelligent Systems in Multi-modal Information Analytics Proceedings of the 2020 International Conference on Multi-model Information Analytics (MMIA2020), Volume 2 Springer Nature

Fast advances in information technology have led to a smarter world vision with ubiquitous interconnection and intelligence. Smart Manufacturing Innovation and Transformation: Interconnection and Intelligence covers both theoretical perspectives and practical approaches to smart manufacturing research and development triggered by ubiquitous interconnection and intelligence. This reference work discusses the transformation of manufacturing, the latest developments in smart manufacturing innovation, current and emerging technology opportunities, and market imperatives that enable manufacturing innovation and transformation, useful tools for readers in industry, academia, and government.

Hospitality managers are at a critical inflection point. Digital technology advancements are ramping up guest expectations and introducing nontraditional competitors that are beginning to disrupt the whole industry. The hospitality managers whose organizations are to thrive need to get their organizations into a position where they can effectively leverage digital technologies to simultaneously deliver breakthroughs in efficiency, agility, and guest experience. Hospitality Management and Digital Transformation is a much-needed guidebook to digital disruption and transformation for current and prospective hospitality and leisure managers. The book: - Explains digital technology advancements, how they cause disruption, and the implications of this disruption for hospitality and leisure organizations. - Explains the digital business and digital transformation imperative for hospitality and leisure organizations. - Discusses the different digital capabilities required to effectively compete as a digital business. - Discusses the new and/or enhanced roles hospitality and leisure managers need to play in effecting the different digital capabilities, as well as the competencies required to play these roles. - Discusses how hospitality and leisure managers can keep up with digital technology advancements. - Unpacks more than 36 key digital technology advancements, discussing what they are, how they work, and how they can be implemented across the hospitality and leisure industry. This book will be useful for advanced undergraduate and postgraduate students studying strategic management, IT, information systems, or digital business-related courses as part of degrees in hospitality and leisure management; as well as practitioners studying for professional qualifications.

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