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International Hospitality Management: issues and applications brings together the latest developments in global hospitality operations with the contemporary management principles. It provides a truly international perspective on the hospitality and tourism industries and provides a fresh insight into hospitality and tourism management. The text develops a critical view of the management theory and the traditional theories, looking at how appropriate they are in hospitality and tourism and in a multicultural context. The awareness of cultural environments and the specifications imposed by those cultures will underpin the whole text. International Hospitality Management is designed to instil a greater awareness of the international factors influencing the strategies and performances of hospitality organisation. The approach focuses on a critical analysis of the relevance and application of general management theory and practice to the hospitality industry. Consisting of three 3 parts divided into 14 chapters, each of which deals with a major topic of international management, the book has been thoroughly developed with consistent learning features throughout, including: Specified learning outcomes for each chapter International case studies including major world events such as the September 11 Terrorist Attacks, the Argentine Financial Crisis, The SARS virus, The Institution of Euro, the accession of China to the World Trade Organization., and the expansion of

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European Union, as well as international corporations such as Marriott, Hilton, Intercontinental, McDonalds, Starbucks etc. It introduces the global market situation, including Americas, Europe, Asia Pacific, and Middle East. Study questions and discussion questions to consolidate learning and understanding. Links to relevant websites at the end of each chapter On-line resources and a test bank is available for lecturers and students

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

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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.

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

This book offers students a uniquely concise, accessible and comprehensive introduction to

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hotel accommodation management that covers the range of managerial subjects and disciplines in the sector. The book focuses on enduring aspects of the accommodation management function (front office management, housekeeping, revenue management); the changing context of hotel accommodation provision (the move to 'asset light', the supply of accommodation, trends in hotel investment and asset management, the challenges engendered by social media and the collaborative economy to the hotel market); and the role of accommodation in additional and integrated facilities and markets (spas, resorts, MICE markets). International case studies illustrating examples of practice in the industry are integrated throughout, along with study questions and other features to aid understanding and problem solving. This is essential reading for all hospitality and hotel management students.

"Accessibly written and thoughtfully edited, making it essential reading for those studying hospitality and embarking on a career in the industry." - Peter Lugosi, Oxford School of Hospitality Management

"This text is a fascinating read... Roy Wood has spent 25 years teaching, researching and writing on the hospitality industry - much of that learning is here in this book." - Erwin Losekoot, Auckland University of Technology

"All different aspects of the hospitality industry are elaborated on... All in all a wonderful course book for for our students!" - Claudia Rothwangl, ITM College

This book covers the major concepts students are likely to encounter throughout their study within the hospitality management, giving a comprehensive and up-to-date overview as well as providing engaging everyday examples from around the world. A leading figure in the field, Roy Wood has successfully gathered international contributors with direct experience of hospitality management and the hospitality industry as a whole, ensuring the academic, geographical and practical integrity of the book. Key Concepts

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in Hospitality Management is written for undergraduate students and those studying short postgraduate or executive education courses in hospitality management, events management, tourism management and leisure management.

Facilities planning for tourism, hospitality and events (THE) is an important subject from both theoretical and applied perspectives, as land, property and resources represent major components of the foundation of the industry. As future managers, it is imperative that students have a sound basic knowledge of property and the various resources, systems and services associated with it. Covering important contemporary subjects such as sustainable planning and environmental management, this book considers the planning, development and management of facilities operations from several key perspectives, drawing upon the expertise of complementary experts in the design, management and development of THE facilities.

The global tourism industry is a growing, dynamic mega industry, despite the temporary setbacks it has faced from time to time due to political and natural elements. This book approaches tourism development through a critical prism. The collection of articles by leading experts in international tourism relooks at the complex phenomenon of tourism development within a multi-disciplinary framework. Replete with interesting case studies and tourism statistics, it re-examines and re-interprets prevailing dominant paradigms in the subject, leading to new insights and perspectives. *Tourism Development Revisited: Concepts, Issues and Paradigms*, in addition to discussing the concepts, scope and nature of the tourism business, also includes a diverse commentary on: - The development of tourism in the 21st century; - Emerging models in international tourism; - Challenges faced in emerging markets of East Europe, India and China; - Impact of the Internet and online markets on the travel

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industry; - Changing human resource practices and contributions by the informal sector; - The importance of tourism as a source of economic development; - The dynamics of the global tourist and corporate traveler; - Ecotourism, exotic destinations and experiential tourism; and - Fundamental issues in leisure, recreation and tourism. The contributors of all the 22 chapters have explored their respective topics beyond the expected realms. They deal with the conceptual and paradigmatic evolution of tourism as a socio-economic phenomenon and an industry, contradictions in its development process, tourism in the developing world including the fast growing Chinese and Indian economies, new tourism products, and their development and management. The book will hold tremendous appeal for students, researchers, academicians, policy makers and professionals in this field.

Hotel Law, Transactions, Management and Franchising presents a practical guide to the issues that face lawyers and industry leaders working in the hospitality field. It aims to develop the reader's understanding of the acquisition process and the complex relationships in management and franchise deals that dominate the hotel industry. This text is written primarily as a desktop reference for legal practitioners working in the hotel law field and is also suitable for students studying towards hotel and hospitality careers both at an undergraduate and law school or graduate level. The highly experienced author, contributors and editors offer insights into the industry players and their preferred positions, desired outcomes, and the potential pitfalls that can ensnare even the most well-planned deals. With broad coverage of the rapidly growing field of hospitality law—including gaming, recreation, and amenities—the book's approach examines the dominant models of hotel ownership, management and franchising, and includes independent hotels and the move towards complex resorts. The book's coverage

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of key legal topics ranges from real estate, to intellectual property, contracts, and finance. Hotel Law will give readers an understanding of the hospitality industry from the perspective of the transactional practitioner, while examining the multi-party relationships and agreements that develop between an owner, operator, licensor and lender.

Tourism can be a challenging subject for students because it is both dynamic and susceptible to economic turbulence and shifts in trends. *Tourism: A Modern Synthesis* is an essential textbook for tourism students seeking a clear and comprehensive introduction to their studies that addresses these challenges. The authors apply a business approach to the subject, reflecting developments in the teaching and content of university courses, and the text covers both key principles and contemporary themes and issues at a global scale. Among the new features and topics included in this fifth edition are: New and fully updated case studies to reflect current trends and emerging markets including Africa and Asia. Up-to-date content on disruptive technologies such as Airbnb, low-cost airlines, the e-travel revolution and future developments. Current debates in sustainable tourism including the anti-tourism movement, plastic use and the Sustainable Development Goals. New content on evolving topics such as future employment, human resource management in tourism and generational marketing. Fully updated statistics and data. A brand-new Companion Website including an instructor's manual, supplementary case studies, weblinks, multiple choice questions and PowerPoint slides. This is the ideal guide to tourism for students across all levels,

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...serving as a point of reference throughout a programme of study.

This book is the first to explore the issue of corporate governance in China's new corporations. With rapid development over the last two decades, China has seen compelling achievements in overseas investment. Specifically, an increasing number of Chinese companies have been “going out” to become multinational enterprises. From the practical view, corporate governance issues have been identified in the literature as one of the most important factors in determining whether these Chinese multinational enterprises succeed or not. However, existing literature provides little investigation and understanding about corporate governance of Chinese multinational enterprises. This book fills that gap and will be of value to corporate executives, scholars of China's economy, and journalists.

It is now widely agreed that the climate is changing, global resources are diminishing and biodiversity is suffering. Developing countries – many of them considered by the World Tourism Organization to be 'Top Emerging Tourism Destinations' (UNWTO, 2009) – are already suffering the full frontal effect of environmental degradation. The challenge for developing countries is a triple-edged sword, how can economic prosperity be achieved without the perpetual depletion of nature's reserves, the destruction of rural habitat and the dislocation of traditional societies? Many emerging nations are looking increasingly to the tourism industry as the motor for economic development, with hospitality businesses at the forefront. This book uses twenty-five

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case studies to demonstrate how it is possible to create income and stimulate regional socio-economic development by using sustainable hospitality and tourism attractions. These case studies focus on issues such as the protection of indigenous cultures as a source of touristic curiosity; the preservation of the environment and the protection of endangered species – such as the plight of turtles in Sri Lanka or butterflies in Costa Rica to encourage tourism. Some cases cover government supported projects, for example, the green parks venture and regional tourism development in the Philippines, an archaeological park initiative in Honduras and the diversity of nature tourism in St. Vincent. Sustainable Hospitality and Tourism as Motors for Development is designed to give students, academics and practitioners a guide for best practices of sustainable hospitality operations in developing countries. Based on case studies, it provides a road map of how to achieve the goals of sustainability giving benchmark examples. The book not only taps into a contemporary business subject, but aims to provide readers with a better understanding of how sustainable theories can be put into practice in hospitality and tourism industries in developing countries.

Examine the reasons for the rapid growth of China's tourism industry Tourism and Hotel Development in China: From Political to Economic Success is a comprehensive guide to the development of the tourism industry in Mainland China following the end of the Cultural Revolution. Conceived as a textbook but equally valuable as a professional resource for consultants, researchers, and tourist organizations, this insightful book

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tracks the unique circumstances that sparked the growth of China's tourism and hotel industry from a political, diplomatic activity to a burgeoning economic industry. The book includes background information on geography, culture, history, politics, and economics, and examines the evolution of tourism policies, inbound vs. outbound travel, hotel operations and trends, and the Chinese government's role in developing tourism. China may be a latecomer to international tourism development, but visitors have made it one of the world's top 10 travel destinations every year since 1994. Since historic policy shifts in 1978 opened China's doors to the outside world, inbound tourism has played a significant role in building a national economy. And the increase in disposable income among China's citizens has helped create a sizable market for domestic and outbound tourism as well. Tourism and Hotel Development in China looks at the major factors and characteristics of each type of tourism, international hotel development trends and their influence on China's hotel industry, related human resources issues, travel services, the development of hotel chains in China, compensation and incentive management, and the future of China's tourism and hotel industry. Topics examined in Tourism and Hotel Development in China include: travel and tourism, pre-and post-1949 the Asia market the intercontinental market international tourism in different regions of China popular urban tourist destinations in China approved outbound destinations outbound travel to Hong Kong challenges facing travel services local protectionism travel agencies hotel franchising foreign vs. local

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hotel chains outsourcing and much more! Tourism and Hotel Development in China: From Political to Economic Success follows the journey of China's tourism industry from a public relations vehicle, restricted by the economy and controlled by the government, to an important source of commerce for a country whose national economy was nearly on the verge of collapse.

Tourism industry has grown exponentially in the past few decades and this will lead to the increase in demand for the professionals in the field, making the course of tourism extremely popular among the students globally. Tourism Management is one of the important papers and the present book is being prepared by keeping in view the syllabi of several universities and colleges. The present book incorporates the rudiments of tourism management for the students. It takes a global look at what tourism is all about, with adequate examples wherever necessary, and every effort is made to make the text interesting for the readers. The book is comprehensive in the sense that it treats the different facets of tourism industry. The book will provide an essential reading for anyone interested in tourism, whether a student, a teacher, a professional, or even a common man. It is written in simple and lucid manner so as to be understood.

Now in its ninth edition, Human Resource Management in the Hospitality Industry: A Guide to Best Practice, is fully updated with new legal information, data, statistics and examples. Taking a 'process' approach, it provides the reader with an essential understanding of the purpose, policies and processes concerned with managing an

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enterprise's workforce within the current business and social environment. Since the eighth edition of this book there have been many important developments in this field and this ninth edition has been completely revised and updated in the following ways: Extensively updated content to reflect recent issues and trends including: labour markets and industry structure, impacts of IT and social media, growth of international multi – unit brands, role of employer branding, talent management, equal opportunities and managing diversity. All explored specifically within the Hospitality Industry The text explores key issues and shows real life applications of HRM in the Hospitality industry and is informed through the authors' research projects within Mitchells & Butler's plc, Pizza Express, Marriott Hotels and Café Rouge. An extended case study drawing from the authors' experience working with Forte and Co., Centre hotels, Choice Hotels and Bass, Price Waterhouse and Grant Thornton Written in a user friendly style and with strong support from the Institute of Hospitality, each chapter includes international examples, bulleted lists, guides to further reading and exercises to test knowledge. Introduce students to the exciting world of international hospitality with this extensively-revised textbook that explores key issues in global hotel development and management. Students will learn about new trends and developments that have changed the context of international hotel operations and management and explore international policies affecting travel, tourism, and hospitality development. Topics include: Trends in global distribution systems, sustainable development, new hotel

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products, and consumer demographics Growth and importance of China, India, and the Middle East as destinations for hotel development and management Country-specific policies regarding investment regulations, visa programs, hotel classification systems, and travel advisories

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.

Tourism as a global industry is essentially a post Second-World War phenomenon. Though a number of research papers and articles have been written on different aspects of tourism, there has been a need for an authentic, comprehensive reference book on tourism. Tourism is an ever-expanding service oriented industry with high growth potential for national as well as for international community. Today, tourism has become a global as well as national level exhibition and description of places, prosperity, higher standards of living and the fast-growing concept of paid holidays. The process of tourism incorporates man, space and time as its principal components. As such, it has far reaching significance and implications of a socio-

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economic nature alongside the environment ones. The tourism has emerged as a most instrumental phenomenon in the economic and social development of any society. The main objective of the present book of Tourism is to organize and put together the different aspects of this complex matrix of the multiple interrelated dimensions of the tourism.

The Mediterranean coastal regions of Southern Europe have long been world leaders in mass tourism. This book examines some key questions for tourism development in these areas, with implications for similar regions across the world. The standardised forms of mass tourism are diversifying – with more specialised forms, notably those based on nature, culture and heritage, and those catering for special interests. There is a growing spectrum of modes of tourism, with an emphasis on variety, flexibility and permeability. Both mass tourism and the more diversified forms substantially impact on sustainable development. Policies promoting sustainable development are often of two main types: developing smaller-scale, alternative tourism products that are intended to be less damaging to the environment and society, and secondly, attempts to make mass tourism coastal resorts more sustainable. But there has been little critical assessment of these policies, either evaluating their basic assumptions or their successes and failures in practice. This edited book critically examines these issues for varied coastal regions in Southern Europe, including case studies from Spain, Croatia, Turkey, and north and south Cyprus.

The tourism industry is a multi-billion dollar enterprise, with more people from all cultures and nationalities choosing to spend their leisure time traveling and visiting new locations. To exploit this burgeoning market, tourism agencies must carefully consider the desires and goals of travelers from around the world. The Handbook of Research on Global Hospitality and Tourism

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Management contributes to the body of knowledge on travel and tourism by presenting a global view of the hospitality industry, including theoretical research into industry trends as well as case studies from around the world. This handbook provides travel agents, owner-operators, and students and researchers in the hospitality industry with the latest research, findings, and developments in the field. Within this handbook of cutting-edge research, readers will find chapters and cases on topics such as travel and tourism in a global economy; local, glocal, and international hospitality; challenges in environmental management; cultural cuisine; and destination management, among others.

This book tells the history, organizational structure, and management strategies of the hospitality industry. The hospitality industry is a unique and diverse industry. This book tells the history, organizational structure, and management strategies of the hospitality industry. Traditionally an entrepreneurial business, the hospitality industry today includes organizations ranging from small independent cafes and inns to large multinational corporations. The author highlights key hotel, restaurant, and casino companies, and explains the concepts of franchising, consortia, and management contracts. The book divulges how the hospitality product is different from other industries: part service and part product, produced and consumed simultaneously, and the role of the customer as part of the service process. The book explains how perishable inventory and labor intensity affect hotels, restaurants, and casinos. The author also reviews policies that promote or restrict tourism and travel, guest and employee safety, labor regulations, food safety laws, and requirements for accommodations for customers with disabilities. This text explains key strategic management decisions of the hospitality industry. The author projects how global expansion and sustainability efforts are

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shaping the industry, but also warns of the ongoing threats of pandemics and terrorism to travel.

Strategic Management for Hospitality and Tourism is a vital text for all those studying cutting edge theories and views on strategic management. Unlike others textbooks in this area, it goes further than merely contextualizing strategic management for hospitality and tourism, and avoids using a prescriptive, or descriptive approach. It looks instead, at the latest in strategic thinking and theories, and provides critical and analytical discussion as to how and if these models and theories can be applied to the industry, within specific contexts such as culture, profit and non-profit organizations. This title also provides online support material for tutors and students, in the form of guidelines for instructors on how to use the textbook, PowerPoint presentations and case studies plus additional exercises and web links for students.

The European Journal of Tourism Research is an interdisciplinary scientific journal in the field of tourism, published by Varna University of Management, Bulgaria. Its aim is to provide a platform for discussion of theoretical and empirical problems in tourism. Publications from all fields, connected with tourism such as management, marketing, sociology, psychology, geography, political sciences, mathematics, statistics, anthropology, culture, information technologies and others are invited. The journal is open to all researchers. Young researchers and authors from Central and Eastern Europe are encouraged to submit their contributions. Regular Articles in the European Journal of Tourism Research should normally be between 4 000 and 20 000 words. Major research articles of between 10 000 and 20 000 are highly welcome. Longer or shorter papers will also be considered. The journal publishes also Research Notes of 1 500 – 2 000 words. Submitted papers must combine theoretical concepts

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with practical applications or empirical testing. The European Journal of Tourism Research includes also the following sections: Book Reviews, announcements for Conferences and Seminars, abstracts of successfully defended Doctoral Dissertations in Tourism, case studies of Tourism Best Practices. The European Journal of Tourism Research is published in three Volumes per year. The full text of the European Journal of Tourism Research is available in the following databases: EBSCO Hospitality and Tourism CompleteCABI Leisure, Recreation and TourismProQuest Research Library Individual articles can be rented via journal's page at DeepDyve. The journal is indexed in Scopus and Thomson Reuters' Emerging Sources Citation Index. The editorial team welcomes your submissions to the European Journal of Tourism Research.

The fully revised edition of this well-known text by an experienced author, consultant and educator follows the structure and approach which has proved so successful since its first publication in 1980. The book examines the hotel as a business providing commercial hospitality. It focuses on markets, money and people, and uses examples from hotel operations throughout the world. This new edition is the outcome of a thorough revision of an established text. The new material includes a comprehensive profile of the hotel business in the 1990's and includes data, quotes and extracts from a wide range of authoritative industry sources.

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

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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.

Hospitality is an industry characterised by its complex nature and numerous sectors including hotels, hostels, B&Bs, restaurants, pubs, nightclubs and contract catering. However, despite its segmentation, there are key issues that are pertinent to all subsectors. The Routledge Handbook of Hospitality Management adopts a strategic

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approach and explores and critically evaluates current debates, issues and controversies to enable the reader to learn from the industry's past mistakes as well as future opportunities. Especially relevant at a time when many sectors of the industry have to re - evaluate and reinvent themselves in response to the economic downturn the Handbook brings together specialists from both industry and academia and from a range of geographical regions to provide state-of-the-art theoretical reflection and empirical research. Each of the five inter related sections explores and evaluates issues that are of extreme importance to hospitality organisations, many of which have not been adequately explored before: external and internal customers, debates surrounding finance, uncertainty risk and conflict, sustainability, and e-Hospitality and Technology. This book is an invaluable resource for all those with an interest in hospitality, encouraging dialogue across disciplinary boundaries and areas of study. It is essential reading for students, researchers & academics and managers of Hospitality as well as those of Tourism, Events, Marketing, and Business Management.

International tourism is one of today's major growth industries necessitating increasingly more sophisticated management techniques. In the light of this expansion and growing significant economic importance, this book provides a comprehensive overview of international tourism, placing particular emphasis on the management of tourism. The subject coverage of the book is wide-ranging: the authors examine the following issues: the impact of environmental issues on tourism management tourism

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demand and forecasting the key methods of operation of companies within the industry the functional areas of marketing, finance, organization and staffing research and innovation corporate strategy. The book will be of value and interest to both students and academics, as well as managers in the fields of tourism, travel, hospitality and consultancy.

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 section 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

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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.

The hospitality, travel, and tourism industries play a major role in citizen wellbeing, socio-cultural integration, and the economic advancement of a nation. The industries are increasingly complex in operation, demanding excellence across a far-reaching and diverse set of capabilities and changes in management practices across the board. With growing expectations for a better service quality from the users and endless calls for value-added service, managers are under constant pressure to improve their services across all aspects while growing customer numbers to meet various stakeholder expectations. Contemporary Management Approaches to the Global Hospitality and Tourism Industry is a key reference source that provides crucial knowledge on the application of new management practices and trends in the tourism industry. While highlighting topics such as service quality, culture sensitivity, and brand marketing, this publication explores the influence of globalization and the methods of sustainable business practices. This book is ideally designed for managers, hotel

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directors, restaurateurs, researchers, industry professionals, professors, and students seeking cutting-edge hospitality and tourism management strategies.

Sustainability is one of the single most important global issues facing the world. A clear understanding of the issues surrounding climate change, global warming, air and water pollution, ozone depletion, deforestation, the loss of biodiversity and global poverty is essential for every future manager in the hospitality industry. Present and future hospitality executives need to know how sustainable management systems can be integrated into their businesses while maintaining and hopefully improving the bottom line. Sustainability in the Hospitality Industry, second edition, is the only book available to introduce the students to economic, environmental and social sustainable issues specifically facing the industry as well as exploring ideas, solutions, and strategies of how to manage operations in a sustainable way. Since the first edition of this book there have been many important developments in this field and this second edition has been updated in the following ways: updated content to reflect recent issues and trends including hotel energy solutions and green hotel design two new chapters on 'Sustainable Food' and 'Social Entrepreneurship and Social Value' updated international case studies throughout to explore key issues and show real life operational responses to sustainability within the hospitality industry. New case studies on growth hotel development markets, Asia and the Middle East new practical exercises throughout to apply your knowledge to real-life sustainability scenarios. This

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accessible and comprehensive account of Sustainability in the Hospitality Industry is essential reading for all students and future managers.

International Hospitality Business: Management and Operations will introduce hospitality managers to the most up-to-date developments in hospitality to prepare you for the rapidly changing world of international hospitality. This book is a compilation of the most current research in global operations. It examines new developments, new management concepts, and new corporate mergers. International Hospitality Business analyzes and discusses the complexity of the political, economic, financial, commercial, and cultural environment within which international business takes place to help you become a productive global manager. Through International Hospitality Business, you will learn how an effective global hospitality manager must have a broad trans-disciplinary perspective that includes studies in politics, culture, and geography to better prepare for the complexity of international operations. Expand your knowledge of how to deal with the issues that confront hospitality firms and managers in international development and operations by: understanding the great demand for competent managers to oversee operations in foreign countries because of the explosive growth of the international hospitality industry exploring the complex issues faced by hospitality managers when they are assigned to work overseas gaining insight into international hospitality firms' policies regarding developmental strategy, organizational structure, marketing, finance, accounting, and human resource management recognizing the

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international hospitality industry as an integral part of the service import and export business to help students gain a better understanding of managerial roles. With *The International Hospitality Business*, you will examine world travel patterns, major hotel chains, and foodservice companies in different regions of the world to expand your knowledge and help you face the dynamic changing world of international hospitality. While this volume provides you with important, comprehensive knowledge that will help you manage your overseas hospitality operations in a way that keeps the most important person in any business--the customer--contented.

Not every organisation today has a functional department called 'operations' but they will all undertake operations activities because every organisation produces goods and/or delivers services. Commercial operations management has made a significant contribution to society by playing a role in areas such as increasing productivity, providing better quality goods and services and improving working conditions.

Productivity has been increased through such measures as the use of technology and new production methods. This book describes all these important aspects of commercial operations management.

International Hotels Development and Management Educational Institute

Hospitality Business Development analyses and evaluates the different aspects of business growth routes and development processes in the international hospitality industry. It considers the essential features of the strategic business context, in which any hospitality organisation

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operates. Since the first edition, the hospitality industry has evolved significantly with the emergence of new entrants, new technologies and evolved global market structures. This new edition has been updated to reflect these developments in the field and includes the following: New contemporary topics such as social enterprises, business models, social capital, value proposition, co-creation and the sharing economy. Examples and case studies on hospitality organisations from across the world to demonstrate the globalisation of the hospitality business. A new up-to-date standard for explaining the hospitality business development concept, scope and process. This book equips students and aspiring hospitality managers with the necessary knowledge, expertise and skills in business development. It is a must-read for anyone studying or working in the hospitality industry.

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,

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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.

A text to assist hospitality directors who are interested in teaching hotel management from an international perspective. It treats various aspects of hotel development and management in international terms. The text integrates personal observations, academic perspectives, and research with actual e

Hotel Design, Planning and Development presents the most significant hotels developed internationally in the last ten years so that you can be well-informed of recent trends. The book outlines essential planning and design considerations based on the latest data, supported by technical information and illustrations, including original plans, so you can really study what works. The authors provide analysis and theory to support each of the major trends they present, highlighting how the designer's work fits into the industry's development as a whole. Extensive case studies demonstrate how a successful new concept is developed. Hotel Design, Planning and Development gives you a thorough overview of this important and fast-growing sector of the hospitality industry.

As one of the largest service industries serving millions of international and domestic individuals yearly, it is important to understand the current trends, practices, and challenges surrounding tourism. Emphasized by the effects on people, management processes, and technological advancements, this economic and socio-cultural phenomenon's importance is increasing worldwide. Global Trends, Practices, and Challenges in Contemporary Tourism and Hospitality Management discusses and analyzes the impacts of new trends in the tourism

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industry, including sub-sectors of tourism, and revisits existing trends, identifies new types and forms of tourism, and discusses the influence and use of technology. Featuring research on topics such as guest retention, predictive analysis, and ecotourism practices, the material collected is ideally designed for managers, travel agents, industry professionals, practitioners, consultants, and researchers.

"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.

"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.

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