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## Lecture

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How to use WEB of SCIENCE to search Research papers from Top Journals, Export citations to Endnote

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Buhalis Asfis Reignite Tourism - Smart strategies to support tourism in the COVID-19 era 16 April 2020 ~~Episode 1 – Bachelor Hospitality Management International Journal of Contemporary Hospitality Management 25th Anniversary Management International Journal Of Hospitality~~

The International Journal of Hospitality Management discusses major trends and developments in a variety of disciplines as they apply to the hospitality industry. The range of topics covered by the journal includes:

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The International Journal of Hospitality Management discusses major trends and developments in a variety of disciplines as they apply to the hospitality industry.

## International Journal of Hospitality Management

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International Journal of Hospitality Management - Elsevier  
IJCHM communicates the latest developments and thinking on the

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International Journal of Hospitality Management Editorial ...  
PDF (265KB) International Journal of Hospitality & Tourism

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Management (IJHTM) is an applied, international hospitality and tourism management journal designed to help practitioners and researchers stay abreast of the latest developments in the field, as well as facilitate the exchange of ideas. An exciting and challenging international forum, the journal reflects current happenings and trends in the industry.

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IJHEM covers topics on operations and management of hospitality and event products and services such as lodging, restaurant and catering, meetings, incentives, conventions, exhibitions, festivals, weddings, sport and other special occasions and gatherings. The journal encourages both theoretical and empirical scholarly work, and interdisciplinary and global perspectives are highlighted.



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International Journal of Hospitality and Event Management ...  
Journal of Hospitality and Tourism Management is the official journal of CAUTHE (Council for Australasian Tourism and Hospitality Education Inc.) The journal is committed to a broad range of topics including tourism and travel management, leisure and recreation studies and the emerging field of event management.

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(2020) Articles . Article. The impact of artificial intelligence and  
employee service quality on customer satisfaction and loyalty.  
Catherine Prentice , Sergio Dominique Lopes & Xuequn Wang .  
Pages: 739-756. Published online: 04 Feb 2020.

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Journal of Hospitality Marketing & Management: Vol 29, No 7  
The Journal of Hospitality & Tourism Research (JHTR), is a peer-reviewed journal that publishes original research, both conceptual and empirical, that clearly enhances the theoretical development of the hospitality and tourism field. JHTR encourages research based on a variety of methods, including both qualitative and quantitative approaches.

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Currently known as: Journal of Hospitality Marketing & Management  
(2009 - current)

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

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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.

Tourism is one of the most rapidly evolving industries of the twenty-first century. The economy of many countries all over the world

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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.

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

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the industry.

This third edition of Tourism Information Technology provides a contemporary update on the complexities of using information technology in the tourism industry. It examines IT applications in all sectors including airlines, travel intermediaries, accommodation, food service, destinations, attractions, events and entertainment. Fully updated throughout and organized around the stages of the visitor journey, the book reviews how tourists are using technologies to support decision making before their trip, during their travels and at the destination. It: - Provides comprehensive and up to date coverage of all key topics in tourism information technologies - Covers new areas such as (among others) augmented and virtual reality, robotics, smart destinations, disruptive innovation and the collaborative

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economy, crowdsourcing for sustainability, online reputation management and big data - Incorporates a wealth of pedagogic features to aid student learning, including key models and concepts, research and industry insights, case studies, key terms, discussion questions, and links to useful websites. Accompanied online by instructor PowerPoint slides, multiple choice questions and further case studies, this book provides a comprehensive and learning-focused text for students of tourism and related subjects.

Get up-to-date research and innovative management strategies  
Organizational behavior and human resource management are fundamental aspects in the profitability of any foodservice business.  
Human Resources in the Foodservice Industry: Organizational Behavior Management Approaches examines the latest research critical



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in understanding individual behavior and group dynamics. This resource provides researchers and practitioners with a clear view of human capital in a competitive global marketplace—with various possible managerial solutions to increase efficiency, employee and consumer satisfaction, and organizational success. Experts from around the world and diverse backgrounds discuss up-to-date empirical research, unique insights, and effective management strategies. As people across the country continue to spend more and more of their food dollars outside of the home every year, foodservice businesses must adapt to evolving consumer behavior and control the management of expenditures—including human resources—to be profitable. Human Resources in the Foodservice Industry: Organizational Behavior Management Approaches discusses in detail this essential part of managing organizational strategy in foodservice

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operations. From macro perspectives and the effects of globalization to approaches to managing a diverse workforce, this unique text examines the data, the strategies, and the theories to best help your people become more productive while making foodservice businesses profitable. The book contains extensive references and several figures, tables, and charts to clearly illustrate ideas. Topics in Human Resources in the Foodservice Industry: Organizational Behavior Management Approaches include: a theoretical framework for management development for chain restaurant operations the legal, business, and ethical issues in setting language policies for personnel language barriers—and the impact on job satisfaction, performance, and turnover increasing performance to better monitor food temperature the efficacy of restaurant sales incentives cultural differences in collaborative ventures four mechanisms to spur

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employees to provide better customer service an empirical study on restaurant cooks ' locus of control, job satisfaction, work stress, and turnover intentions the perceptions of quick-service-restaurant managers regarding older workers comparison study of intern experiences in the United Kingdom and India Human Resources in the Foodservice Industry: Organizational Behavior Management Approaches is an insightful resource for researchers, practitioners of all types, educators, and students.

"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.

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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 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

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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.

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,

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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 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,

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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.

Cross-Cultural Aspects of Tourism and Hospitality is the first textbook to offer students, lecturers, researchers and practitioners a comprehensive guide to the influence of culture on service providers as well as on customers, affecting both the supply and the demand sides of the industry – organisational behaviour, and human resource management, and marketing and consumer behaviour. Given the need for delivering superior customer value, understanding different cultures from both demand and supply sides of tourism and hospitality and the impact of culture on these international industries is an

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essential part of all students ' and practitioners ' learning and development. This book takes a research-based approach critically reviewing seminal cultural theories and evaluating how these influence employee and customer behaviour in service encounters, marketing, and management processes and activities. Individual chapters cover a diverse range of cultural aspects including intercultural competence and intercultural sensitivity, uncertainty and risk avoidance, context in communication, power distance, indulgence and restraint, time orientation, gender, assertiveness, individualism and collectivism, performance orientation, and humane orientation. This book integrates international case studies throughout to show the application of theory, includes self-test questions, activities, further reading, and a set of PowerPoint slides to accompany each chapter. This will be essential reading for all students, lecturers, researchers and practitioners



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and future managers in the fields of Tourism and Hospitality.

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

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

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