
Journal of Hospitality Management and Tourism

Journal of Hospitality Marketing & Management, Volume 29, Issue 7 (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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The article reports on findings from a survey of hospitality employers in Nottingham, United Kingdom. It discusses one aspect of a research project funded by the East Midlands Tourism aimed at exploring the skill sets desired and made available to the local hospitality and tourism economy through students at local colleges and universities.

Journal of Hospitality and Tourism Management | Latest ...

IJHEM is dedicated to meeting the academic and managerial needs of the fast-growing hospitality and event fields. 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.

International Journal of Hospitality and Event Management ...

International Journal of Hospitality Management. Supports open access. View aims and scope Submit your article Guide for authors. 8 CiteScore. 6.701 Impact Factor. Editor in Chief: Manuel Rivera. View editorial board. View aims and scope. Explore journal content Latest issue Articles in press Article collections All issues.

International Journal of Hospitality Management ...

Journal description. IJCHM communicates the latest developments and thinking on the management of hospitality and tourism businesses worldwide. IJCHM publishes peer reviewed papers covering issues relevant to strategic management, operations, marketing, finance and HR management. Aims & scope.

International Journal of Contemporary Hospitality Management

About this journal. 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.

Journal of Hospitality & Tourism Research: SAGE Journals

Journal description. The Journal of Hospitality and Tourism Technology is a journal dedicated solely for research in technology, e-business and innovation in tourism and hospitality. Aims & scope. JHTT is a bridge between academia and industry through the intellectual exchange of ideas, trends and paradigmatic changes in the fields of hospitality and tourism, IT, innovation and e-business.

Journal of Hospitality and Tourism Technology | Emerald ...

Journal of Hospital Management and Health Policy is an international, open access, peer-reviewed online journal for dissemination of hospital management and health policy research, including but not limited to hospital leadership and management, health organization and organizational behaviour in hospital, healthcare services, healthcare quality and patient safety, health facilities management ...

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The Journal of Tourism, Hospitality and Environment Management (JTthem) is published by Global Academic Excellence (M) Sdn Bhd (GAE) to serve academicians a platform of sharing and updating their knowledge and research outputs as well as information within the sphere of tourism, hospitality and environment management.

Journal of Tourism, Hospitality and Environment Management

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

List of issues Journal of Hospitality Marketing & Management ...

Journal of Hospitality Marketing and Management is a peer-reviewed scientific journal. The scope of Journal of Hospitality Marketing and Management covers Management Information Systems (Q1), Marketing (Q1), Tourism, Leisure and Hospitality Management (Q1).

Journal of Hospitality Marketing and Management Journal ...

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Journal of Hospitality and Tourism Management | Vol 42 ...

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Journal Rankings on Tourism, Leisure and Hospitality ...

The scientific journal Journal of Hospitality Marketing and Management is included in the Scopus database. Based on 2018, SJR is 0.847. Publisher country is United States of America. The main subject areas of published articles are Tourism, Leisure and Hospitality Management, Marketing, Management Information Systems.

Journal of Hospitality Marketing and Management

Journal of Management (JOM) peer-reviewed and published bi-monthly, is committed to publishing scholarly empirical and theoretical research articles that have a high impact on the management field as a whole.

Event Studies is the only book devoted to developing knowledge and theory about planned events. It focuses on event planning and management, outcomes, the experience of events and the meanings

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

This handbook consists of 19 chapters that critically review mainstream hospitality marketing research topics and set directions for future research efforts. Internationally recognized leading researchers provide thorough reviews and discussions, reviewing hospitality marketing research by topic, as well as illustrating how theories and concepts can be applied in the hospitality industry. The depth and coverage of each topic is unprecedented. A must-read for hospitality researchers and educators, students and industry practitioners.

Real-world advice for quick retention of the most important business concepts and skills of hospitality finance Hospitality Financial Management provides a straightforward, practical approach to help the hospitality manager effectively analyze hospitality industry management reports and financial statements; prepare accurate business forecasts, strategic pricing models, and effective cost-control systems; manage working capital; develop and finance growth strategies; perform investment analysis; prepare investment packages; negotiate and structure business deals; and ultimately increase shareholder value and personal wealth. This comprehensive how-to book includes: Feature Stories--brief histories of famous hospitality leaders highlighting how they have used financial management skills to attain success for their companies and significant financial rewards for themselves Learning Outcomes--a summary of key topics covered in each chapter Finance in Action--scenarios that apply the concepts, skills, and techniques presented in the chapter to real-world situations. A step-by-step solution is provided for each problem to walk the reader through the necessary financial calculations The Real Deal--boxed inserts that emphasize the relevance of the book by linking financial concepts to fun facts associated with situations students either have or will encounter in their everyday lives Concept Checks--case studies that reinforce the materials presented and enable students to practice their analytic and problem-solving skills Hospitality Financial Management is the perfect book for undergraduate and graduate hospitality management students, hospitality industry managers, and owners of small hospitality businesses.

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 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 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 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 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.

Find out how accurate forecasting and analysis can prevent costly mistakes! *Management Science Applications in Tourism and Hospitality* examines innovative tools for evaluating performance and productivity in tourism offices, hotels, and restaurants. This collection of recent studies focuses on two important topics of management science: forecasting and a relatively new analytical methodology called data envelopment analysis (DEA). This book will show you how tourism forecasting accuracy can be enhanced and how DEA can be used to benchmark productivity and improve advertisement efficiency. *Management Science Applications in Tourism and Hospitality* provides you with a useful blend of analysis from both theory and real-data perspectives. This book uses case studies, application techniques, and expert advice to review various productivity measurement methods and compare them to DEA, revealing DEA's strengths, weaknesses, and its potential in the operating environment. With *Management Science Applications in Tourism and Hospitality*, you'll be able to: utilize destination benchmarking perform multiunit restaurant productivity assessments using DEA conduct hotel labor productivity assessments using DEA measure and benchmark productivity in the hotel sector using DEA model tourism demand use an improved extrapolative hotel room occupancy rate forecasting technique forecast short-term planning and management for a casino buffet restaurant apply city perception analysis (CPA) for destination positioning decisions This book is generously enhanced with tables and figures to substantiate the research. *Management Science Applications in Tourism and Hospitality* is valuable for hospitality and tourism educators and graduate students learning and doing research in operation analysis. Savvy executives and professionals who want to improve efficiency in their industry will also benefit from the techniques illustrated in this timely guide.

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 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.

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 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 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.

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

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