

key concepts

Edited by
ROY C. WOOD



Key Concepts In Hospitality Management Sage Key Concepts Series

Katrin Zwirgmaier



Key Concepts In Hospitality Management Sage Key Concepts Series:

Key Concepts in Hospitality Management Roy C Wood, 2013-02-01 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 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 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

Hotel Accommodation Management Roy C. Wood, 2017-10-10 This book offers students a uniquely concise accessible and comprehensive introduction to 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

Tourism: The Key Concepts Peter Robinson, 2012-10-12 Tourism The Key Concepts offers a comprehensive collection of the most frequently used and studied concepts in the subject of tourism Within the text key terms concepts typologies and frameworks are examined in the context of the broader social sciences blending together theory and practice to explore the scope of the subject Terms covered include Ethical Tourism LGBT Tourism Hospitality Mobility Authenticity Quality Management Destination Management Geographies of Tourism Planning Sociology in Tourism Society and Culture Tourism Strategy Each entry contextualises defines and debates the concept discussed providing an excellent starting point for those studying tourism for the first time and a quick reference for those who are more experienced With case studies examples and further reading throughout this text will be invaluable for all undergraduate and postgraduate tourism students **The SAGE Handbook of Hospitality Management** Roy C Wood, Bob Brotherton, 2008-06-19 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 The Routledge Handbook of Tourism and Hospitality Education Dianne Dredge, David Airey, Michael J. Gross, 2014-10-03 Tourism is much more than an economic sector it is also a social cultural political and environmental force that drives societal change Understanding responding to and managing this change will inevitably require knowledge workers who are able to address a range of problems associated with tourism travel hospitality and the increasingly complex operating environment within which they exist The purpose of this Handbook is to provide an insightful and authoritative account of the various issues that are shaping the higher educational world of tourism hospitality and events education and to highlight the creative inventive and innovative ways that educators are responding to these issues It takes as its central focus a dynamic curriculum space shaped by internal and external factors from global to local scales a variety of values and perspectives contributed by a range of stakeholders and shifting philosophies about education policy pedagogy and teaching practice A benchmark for future curriculum design and development it critically reviews the development of conceptual and theoretical approaches to tourism and hospitality education The Handbook is composed of contributions from specialists in the field is interdisciplinary in coverage and international in scope through its authorship and content Providing a systematic guide to the current state of knowledge on tourism and hospitality education and its future direction this is essential reading for students researchers and academics in Tourism Hospitality Events Recreation and Leisure Studies *The Routledge Handbook of Consumer Behaviour in Hospitality and Tourism* Saurabh Kumar Dixit, 2017-04-07 Consumer behaviour is one of the most explored topics in tourism and hospitality marketing interchangeably denoted by the terms traveller behaviour tourist behaviour or guest behaviour Consumer behaviour acts as an origin for every tourism and hospitality marketing activity It offers an understanding of why people tend to choose certain products or services and what sort of factors influence them in making their decision The decision process of buying tourism products or services takes time because they are mostly intangible in nature due to which there are many risks involved in their buying process The Routledge Handbook of Consumer Behaviour in Hospitality and Tourism aims to explore and critically examine current debates critical reflections of contemporary ideas controversies and pertinent queries relating to the rapidly expanding discipline of consumer behaviour in hospitality and tourism The Handbook offers a platform for dialogue across disciplinary and national boundaries and areas of study through its diverse coverage It is divided into six parts Part I offers an overview of consumer behaviour Part II focuses on the service quality perspectives of consumer behaviour Part III deliberates on customer satisfaction and consumer behaviour linkages Part IV explores the re patronage behaviour of consumers Part V addresses the vital issues concerning online consumer behaviour and Part VI elaborates upon other emerging paradigms of consumer behaviour Although there is no dearth of empirical studies on different viewpoints of

consumer behaviour there is a scarcity of literature providing conceptual information The present Handbook is organised to offer a comprehensive theoretical body of knowledge narrating consumer behaviour especially for hospitality and tourism businesses and operations It attempts to fill this research gap by offering a globalised volume comprising chapters organised using both practical and academic approaches This Handbook is essential reading for students researchers and academics of Hospitality as well as those of Tourism Marketing International Business and Consumer Behaviour

Exploring Community Festivals and Events Allan Jepson, Alan Clarke, 2014-10-17 The development of the festival and event industry has seen large scale growth and extensive government support as a result of objectives to enhance and project the image of place and leverage positive sponsorship and regeneration opportunities As we move deeper into austerity measures prompted by economic recession community festivals and events as a sacred or profane time of celebration can be considered even more important than ever before This book for the first time explores the role and importance of community culture and its impact through festivals and events Split into two distinct sections the first introduces key themes and concepts contextualises local traditions and culture and investigates how festivals and events can act as a catalyst for tourism and create a sense of community It then questions the social and political nature of festivals and community events through examining their ownership The second section focuses on communities themselves seeking to examine and discuss key emerging themes in community event studies such as the role of diaspora imagined communities pride and identity history producing and consuming space and place authenticity and multi ethnic communities Examples are drawn from Portugal the Dominican Republic the USA Malaysia Malta Finland and Australia making this book truly international This significant volume will be valuable reading for students and academics across the fields of Event Tourism and Hospitality studies as well as other social science disciplines

Strategic Questions in Food and Beverage Management Roy Wood, 2018-01-03 This book provides students with a series of critical reviews of issues in food and beverage management addressing a variety of managerial dilemmas of a more complex nature such as how important is the meal experience and is food an art form These are accompanied by discussion points questions and case studies to aid application critical thinking and analysis Written by leading hospitality academic this short critical yet accessible text will be value for all future hospitality managers

The Routledge Handbook of Tourism Experience Management and Marketing Saurabh Kumar Dixit, 2020-05-18 The Routledge Handbook of Tourism Experience Management and Marketing offers a comprehensive and thorough inquiry into both customary and emergent issues of tourism experience and co creation Drawing together contributions from 83 authors from 28 countries with varied backgrounds and interdisciplinary interests the handbook highlights multiple representations and interpretations of the theme It also integrates a selection of illustrative global case studies to effectively present its chapter contents Tourism experience drives the contemporary tourist s behavior as they travel in pursuit of experiencing unique and unusual destinations and activities Creating a memorable and enduring experience is therefore a prerequisite for the all

tourism business organizations irrespective of the nature of their products or services This handbook focuses on conceptualizing designing staging managing and marketing paradigms of tourism experiences from both supply and demand perspectives It sheds substantial light on the contemporary theories practices and future developments in the arena of experiential tourism management and marketing Encompassing the latest thinking and research themes this will be an essential reference for upper level students researchers academics and industry practitioners of hospitality as well as those of tourism gastronomy management marketing consumer behavior cultural studies development studies and international business encouraging dialogue across disciplinary boundaries

Sustainable Events Management Razaq Raj, Kevin A. Griffin, 2024-05-14 This book introduces the reader to sustainable events management theory and practice based on academic research and illustrated with empirical case studies The book provides a comprehensive view of sustainable management and how it relates to the many sectors within the events industry It emphasises the fundamental importance of local communities businesses and stakeholders to events organisation in regional national and international locations It brings into focus international governing bodies and national government strategic objectives as the corner stones for sustainable development in the events sector The relationship between strategic objectives and on the ground operational responsibilities are presented using research by contributing authors and accredited organisations to add scope and depth Best practice case studies are used throughout the book to highlight and explain particular sustainable management issues and practices The scope of the book is international and designed to educate undergraduate and postgraduate students and to support practitioners in their operational and administrative duties within their industry sectors

Handbook of Research Methods for Tourism and Hospitality Management Robin Nunkoo, 2018-07-27 As research in tourism and hospitality reaches maturity a growing number of methodological approaches are being utilized and in addition this knowledge is dispersed across a wide range of journals Consequently there is a broad and multidisciplinary community of tourism and hospitality researchers whom at present need to look widely for support on methods In this volume researchers fulfil a pressing need by clearly presenting methodological issues within tourism and hospitality research alongside particular methods and share their experiences of what works what does not work and where challenges and innovations lie

Events Management Charles Bladen, James Kennell, Emma Abson, Nick Wilde, 2017-10-30 Contemporary events management is a diverse and challenging field This introductory textbook fully explores the multidisciplinary nature of events management and provides the student with all the practical skills and professional knowledge they need in order to succeed in the events industry It introduces every core functional area of events management such as marketing finance project management strategy operations event design and human resources in a vast array of different event settings from sport to political events This new edition has been updated to include New and updated content on developments in technology risk management and event volunteering New and updated case studies that include emerging economies New industry voices by international

practitioners Every topic is brought to life through vivid case studies personal biographies and examples of best practice from the real world of events management Written by a team of authors with many years experience of working in the events industry *Events Management An Introduction* is the essential course text for any events management programme *New Frontiers in Hospitality and Tourism Management in Africa* Michael Z. Ngoasong,Ogechi Adeola,Albert N. Kimbu,Robert E. Hinson,2021-04-26 This book provides a management perspective on the full historical contemporary and geographic landscape of hospitality and tourism H T in Africa In so doing it critically assesses and challenges the applicability of Western theories within the African context and draws attention to the insights offered by African management concepts A variety of key topics are examined including for example H T management practices and management innovation in Africa the drivers of and variation in uptake of Western management practices policies and strategies to promote the development of H T organizations the influence of management practices on the competitiveness of African countries as tourism destinations and areas for improvement of H T organizations in Africa in the digital age The approach is multidisciplinary Both local and global perspectives are presented by authors from Africa Europe North America and Asia with inclusion of intra and inter country comparisons This book will be essential reading for scholars students businesses and policy makers with an interest in H T in Africa Key Concepts in Theme Park Studies Florian Freitag,Filippo Carlà-Uhink,Salvador Anton Clavé,2023-03-03 This book offers a comprehensive multidisciplinary introduction to theme parks and the field of theme park studies It identifies and discusses relevant economic social and cultural as well as medial historical and geographical aspects of theme parks worldwide from the big international theme park chains to smaller regional family operated parks The book also describes the theories and methods that have been used to study theme parks in various academic disciplines and reviews the major contexts in which theme parks have been studied By providing the necessary backgrounds theories and methods to analyze and understand theme parks both as a business field and as a socio cultural phenomenon this book will be a great resource to students academics from all disciplines interested in theme parks and professionals and policy makers in the leisure and entertainment as well as the urban planning sector **Intellectual Capital as a Management Tool** Göran Roos,Stephen Pike,2018-09-03 As technology evolves it can be difficult to maintain a competitive edge The management of intangible resources like competence relationships brands processes and systems becomes increasingly important in such a world *Intellectual Capital as a Management Tool* reviews the evidence to demonstrate where the intellectual capital view of the firm has made major contributions The book introduces an updated version of the Intellectual Capital Navigator as an operational tool to help managers maximise value generation from an organisations portfolio of diverse resources This tool is the only tool that enables organisations to use the resource based view of the firm in an operational way The book also discusses future developments of the Intellectual Capital Navigator increasing its precision around the financial aspects of the organisation The book has broad application across all types of organisations and in all

operating environments and is vital reading for managers who want to understand and exploit the importance of managing intellectual capital

Encyclopedia of Creativity Mark A. Runco, Steven R. Pritzker, 2020-04-12 Creativity influences each of our lives and is essential for the advancement of society The first edition of the successful Encyclopedia of Creativity helped establish the study of creativity as a field of research in itself The second edition published in 2011 was named a 2012 Outstanding Academic Title by the American Library Association's Choice publication Featuring 232 chapters across 2 volumes the third edition of this important work provides updated information on the full range of creativity research There has been an enormous increase in research on the topic throughout the world in many different disciplines Some areas covered in this edition include the arts and humanities business education mental and physical health neuroscience psychology the creative process and technology Fundamental subjects are discussed such as the definition of creativity the development and expression of creativity across the lifespan the environmental conditions that encourage or discourage creativity the relationship of creativity to mental health intelligence and learning styles and the process of being creative Creativity is discussed within specific disciplines including acting architecture art dance film government interior design magic mathematics medicine photography science sports tourism and writing A wide range of topics are covered Here is a partial overview by topic Business and organizational creativity Advertising Creative Economies Creativity Consulting and Coaching Corporate Creativity Creativity Exercises Entrepreneurship Group Dynamics Innovation Leadership Management of Creative People Patents Teams and Training The Cognitive Aspects of Creativity Altered and Transitional States Analogies Attention Breadth of Attention Cognitive Style Divergent Thinking Flow and Optimal Experience Knowledge Logic and Reasoning Metacognition Mental Models Memory Metaphors Mind Wandering Mindfulness Problem Finding Problem Solving and Remote Associates The Creative Process Attribution Constraints Discovery Insight Inspiration Intentionality Motivation Risk Taking and Tolerance for Ambiguity Education Children's Creativity Education Intelligence Knowledge Metacognition Play Prodigies Programs And Courses Talent And Teaching Creativity Neuroscience Research Cellular Matter Grey Matter Cellular Density EEG Functional Magnetic Resonance Imaging Fmri Music and The Brain Pupillometry Systems The Cerebellum and Transcranial Electrical Stimulation Psychology The Big 5 Personality Characteristics Bipolar Mood Disorders Childhood Trauma Depression Deviance Dreams Emotions Expressive Arts Grit Introversion Jungian Theory Mad Genius Controversy Openness Schizotypy Suicide Therapy and Counseling Trauma and Transcendence and Transforming Illness and Visual Art Social Aspects of Creativity Awards Birth Order Criticism Consensual Assessment Diversity Eminence Families Friendships and Social Networks Geeks Mentors Millennials Networking Rewards And Sociology Society and Creativity Awards Climate For Creativity Cross Cultural Creativity Destruction Of Creativity Law And Society Social Psychology Social Transformation Voting War and Zeitgeist Technology Chats Computational Creativity Computerized Text Analysis Gaming Memes Networks and Maps and Virtual Reality

Travel Industry Economics Harold L. Vogel, 2016-05-17 In this book

Harold L Vogel comprehensively examines the business economics and investment aspects of major components of the travel industry including airlines hotels casinos amusement and theme parks and tourism The book is designed as an economics grounded text that uniquely integrates a review of each sector s history economics accounting and financial analysis perspectives and relationships As such it provides a concise up to date reference guide for financial analysts economists industry executives legislators and regulators and journalists interested in the economics financing and marketing of travel and tourism related goods and services The third edition of this well established text updates refreshes and significantly broadens the coverage of tourism economics It further includes new sections on power laws and price indexing effects and also introduces new charts comparing airline and hotel revenue changes and lodging revenue changes in relation to GDP

New Governance and Management in Touristic Destinations Valeri, Marco,2021-12-24 As competition is increasingly taking place on a global scale tourist destinations must act more like businesses than they have in the past Development in the tourism sector has often been beset by ambiguities and contradictions and has been the subject of debate across a range of disciplines in terms of its sustainability and level of social commitment New Governance and Management in Touristic Destinations analyzes the most proper governance model to be implemented to increase the competitiveness of tourist destinations It also focuses on the need to develop a managerial orientation capable of making the tourism system interact with tourism demand Covering topics such as electronic word of mouth gastronomic tourism and sustainable development this book is essential for practicing hospitality and tourism managers professionals in the hospitality and tourism industry specialists and consultants government officials researchers educators academicians and students **A Research Agenda for Event Management** John Armbrecht,Erik Lundberg,Tommy D. Andersson,2019 This book explores and expands upon the core topics in the current academic debate within event management research Emerging areas and innovative methodologies are organised into three themes Events in Society Event Consumers and the Event Organization

COVID-19, Tourist Destinations and Prospects for Recovery Kaitano Dube,Godwell Nhamo,MP Swart,2023-03-01 The COVID 19 pandemic had a devastating impact on tourist destinations in developing and developed countries Though the entire globe was impacted the short and long term implications for tourism as well as prospects for recovery vary across regions This volume showcases research on the impact of COVID 19 on tourism from across the world The book is divided into three parts with the stage set by an introductory chapter that will provide a background and context Part I contains chapters that explore the impact of COVID 19 on selected international tourist destinations Part II showcases how various hotspots across the world adjusted to the new normal under pandemic conditions Part III is a collection of chapters that address how various destinations are attempting to recover from the shocks of the COVID 19 pandemic The concluding chapter written by the editors seeks to synthesize the lessons offered in the book and provide policy and practical implementation for the tourism industry and other important tourism stakeholders

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