

1. Record Nr.	UNINA9910446334303321
Titolo	Managing tourism and hospitality services [[electronic resource] ] : theory and international applications // edited by B. Prideaux, G. Moscardo, E. Laws
Pubbl/distr/stampa	Wallingford, : CABI, 2006
ISBN	1-280-73583-X 9786610735839 1-84593-015-0
Descrizione fisica	1 online resource (355 p.)
Altri autori (Persone)	LawsEric <1945-> MoscardoGianna PrideauxB (Bruce)
Disciplina	647.94068
Soggetti	Hospitality industry - Management Tourism - Management
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	""Contents""; ""Contributors""; ""List of Figures""; ""List of Tables""; ""PART I a€? MANAGING CUSTOMER SATISFACTION""; ""1. Quality and Service Management Perspectives""; ""2. Convention Delegates a€? The Relationship Between Satisfaction with the Convention and with the Host Destination: A Case Study""; ""3. Issues Pertaining to Service Recovery in the Tourism and Leisure Industries""; ""4. Is Near Enough Good Enough? Understanding and Managing Customer Satisfaction with Wildlife-based Tourism Experiences""; ""5. Management of Tourism: Conformation to Whose Standards?"" ""PART II a€? COMPETITION AND COLLABORATION""""6. Tiscover a€? Development and Growth""; ""7. Co-branding in the Restaurant Industry""; ""8. Airline Service Quality in an Era of Deregulation""; ""PART III a€? SERVICE DESIGN AND IMPROVEMENT""; ""9. Service System: A Strategic Approach to Innovate and Manage Service Superiority""; ""10. Marketing Tourism Online""; ""11. Guidelines for Professional Activity Services in Tourism a€? A Discussion About the Quality of a Tourist Experience Product""; ""12. Tourism Development: Hard Core or Soft

Touch?"; "13. Quality Management for Events"  
 "14. CAVIAR: Canterbury and Vladimir International Action for  
 Regeneration a€? A Case Study of Techniques for Integrated Marketing,  
 Service Quality and Destination Management""PART IV a€? MANAGING  
 STAFFa€?CUSTOMER RELATIONS"; "15. Emotional Labour and Coping  
 Strategies"; "16. Service Ethics for Ecotourism Guides"; "17. Effective  
 Management of Hotel Revenue: Lessons from the Swiss Hotel Industry";  
 "18. Service Management in a World Heritage Area a€? Tourists,  
 Cultures and the Environment"  
 "19. The Relationship Between Airline Cabin Service and National  
 Culture: A Cabin Crew Perspective""20. Considerations in Improving  
 Tourism and Hospitality Service Systems"; "PART V a€? RESEARCHING  
 TOURISM AND HOSPITALITY SERVICE MANAGEMENT"; "21. The Role of  
 Research in Improving Tourism and Hospitality Services: Measuring  
 Service Quality"; "22. Service Quality at the Cellar Door: A Lesson in  
 Services Marketing from Western Australiaa€?'s Wine-tourism Sector";  
 "23. Using the Critical Incidents Technique to Understand Service  
 Quality in Tourist Accommodation"  
 "24. Factors of Satisfaction: A Case Study of Explore Park""25. The  
 Value of a Benchmarking Approach for Assessing Service Quality  
 Satisfaction in Environmental Tourism"; "26. The Development and  
 Tracking of a Branding Campaign for Brisbane"; "27. The Rasch Model  
 Applied to Customer Satisfaction in Marbella"; "PART VI a€?  
 CONCLUSION"; "28. Researching and Managing Tourism and  
 Hospitality Service: Challenges and Conclusions"; "Index"; "A"; "B";  
 "C"; "D"; "E"; "F"; "H"; "I"; "L"; "M"; "N"; "O"; "P"; "Q";  
 "R"; "S"; "T"; "V"; "W"; "Y"

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Sommario/riassunto

The overall aim in bringing together the various projects reported in this book is to enhance theoretical and practical understanding of quality management in tourism and hospitality. Taken together, the collection of work provides a benchmark of current knowledge, and examines the range of research methods being applied to further develop tourism and hospitality service management research. managing Tourism and Hospitality Services contains 28 chapters by international experts, and it is hoped that this book will stimulate new research questions by highlighting tensions and challenges in the

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