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Altri autori (Persone)	CrouchGeoffrey I <1954-> (Geoffrey Ian)
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Nota di contenuto	1. Building Foundations for Understanding the Consumer Psychology of Tourism, Hospitality and Leisure -- 2. Profiling the One- and Two-star Hotel Guests for Targeted Segmentation Action: a Descriptive Investigation of Risk Perceptions, Expectations, Disappointments and Information Processing Tendencies -- 3. The Influence of Consumers' Emotions on their Service Product Evaluation -- 4. Validating a Guttman-type Social Distance Scale for Explaining Residents' Attitudes towards Tourism -- 5. Motivation for Domestic Tourism: a Case Study of the Kingdom of Saudi Arabia -- 6. Ecotourists' Environmental Learning Opportunity as a Source of Competitive Advantage: Are Ecotourism Operators Missing the Boat with their Advertising? -- 7. Domestic Leisure Traveller Consumption Systems -- 8. Tourist Activity Planning in Congested Urban Tourism Environments: Towards a Game-theoretic Model and Decision Support System -- 9. Comparing First-time and Repeat Visitors' Activity

Patterns in a Tourism Environment -- 10. A Study of Tourist Decision Processes: Algarve, Portugal -- 11. The Consumption of Association Convention Sites: Preliminary Results from a Study of Site Choice -- 12. Context and Dynamics of Social Interaction and Information Search in Decision Making for Discretionary Travel -- 13. A Duality in Vacation Decision Making -- 14. A Model of Vacation Choice: an Integration of Personality and Vacation Choice with Leisure Constraints Theory -- 15. Effects of Holiday Packaging on Tourist Decision Making: Some Preliminary Results -- 16. An Examination of the Antecedents and Consequences of Customer Satisfaction -- 17. First-time and Repeat Visitors to Orlando, Florida: a Comparative Analysis of Destination Satisfaction -- 18. Aristotelian Ethical Values within a Tourism/Hospitality Industry Context -- 19. The Role of Expressive and Instrumental Factors in Measuring Visitor Satisfaction -- 20. Profiling Airline Web Users: a Segmentation Approach -- 21. Towards More Thorough Data-driven Segmentation in Tourism: a Tracking Framework for Exploring Segment Development -- 22. Sustainable Tourism and Stakeholder Groups: a Case Study of Colorado Ski Resort Communities -- 23. Cultural Determinants of Tourist Intention to Return -- 24. Towards the Conceptualization of Tourism Destination Loyalty 25. Measuring Comparative Performance of Vacation Destinations: Using Tourists' Self-reported Judgements as an Alternative Approach -- 26. Cross-cultural Behaviour Research In Tourism: a Case Study on Destination Image -- 27. Journeys of the Imagination? The Cultural Tour Route Revealed.

Sommario/riassunto

Knowledge of consumer psychology and consumer behaviour in relation to tourism is valuable in determining the success of tourism and hospitality ventures. The book is an edited collection of papers from the 3rd Symposium on Consumer Psychology of Tourism, Hospitality and Leisure, held in Melbourne, Australia in January 2003. Themes covered by the papers include attitudes, emotions and information processing; motivation and learning; consumption systems; decision and choice; experience and satisfaction; market segmentation; attraction and loyalty; and image and interpretation.
