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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Chapter 1: Introducing the second volume -- Part 1: Know Your Customer -- Chapter 2: Finding our Roots: The Historical Practice of Hospitality -- Chapter 3: Why Serve? The theory/philosophy of service. -- Chapter 4: Internal Customers: Relating with colleagues -- Chapter 5: The External Customer -- Chapter 6: Working with the Customer in Mind -- Part 2: The Social Impact -- Chapter 7: Cultural aspects of hospitality and anthropology of celebrations and feasts -- Chapter 8: Hospitality in extraordinary circumstances -- Chapter 9: Human Sexuality and Hospitality and Tourism -- Chapter 10: Harnessing Technology for Hospitality and Tourism -- Chapter 11: Sustainability Dimensions of Hospitality and Tourism -- Chapter 12: Interactive session tools: Caselets for stimulating discussions -- Chapter 13: Final Considerations on Good Practices in the Sector -- Appendix: Possible Study Questions.
Sommario/riassunto	This book, the second of two volumes, uses a framework of

philosophical anthropology, and the concepts of humanistic leadership and humanistic management, to explore the value of work in the hospitality and tourism industry. It presents robust theoretical and practical implications for professionalism and excellence at work. Following on the first volume's focus on the personal dimension of hospitality, this volume explores hospitality from a viewpoint that goes beyond the individual, first situating hospitality within culture, then engaging its internal and external customers and finally integrating issues like vulnerability, sustainability, social responsibility, and industry resilience in the face of the pandemic. These volumes will be of use to academics and practitioners in the fields of hospitality and tourism management, humanistic and transformational leadership, corporate social responsibility, human resource management, customer service, and workplace spirituality. Kemi Ogunyemi is an Associate Professor teaching business ethics, managerial anthropology, self leadership and sustainability management at Lagos Business School, Pan-Atlantic University, Nigeria. She is also the Director of the Christopher Kolade Centre for Research in Leadership and Ethics as well as the Academic Director for the school's Senior Management Programme. Ebele Okoye is the Director of Afara Leadership Centre, Lagos, Nigeria. She has extensive experience in the development sector and her research interests include NGO leadership, character growth, and virtuous cultures. Omowumi Ogunyemi lectures in the Institute of Humanities of the Pan-Atlantic University, Lagos, Nigeria. Her research interests include interdisciplinary studies between philosophy and the practical sciences, especially psychology and neuroscience.
