Record Nr. UNINA9910784505503321 Studying hospitality [[electronic resource]]: beyond the envelope // **Titolo** guest editor: Conrad Lashley Pubbl/distr/stampa Bradford, England, : Emerald Group Publishing, c2007 **ISBN** 1-281-07892-1 9786611078928 1-84663-605-1 1 online resource (pages 184-262): illustrations Descrizione fisica Collana International Journal of Culture, Tourism and Hospitality Research;; 1, no. 3 Altri autori (Persone) LashleyConrad Disciplina 647.94068 Hospitality industry - Research Soggetti Culture and tourism - Research Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Nota di bibliografia Includes bibliographical references. Nota di contenuto Studying hospitality: beyond the envelope -- The hospitality phenomenon: philosophical enlightenment? -- Uncontested space: case studies of the Irish involvement in the hospitality industrial in colonial Victoria -- Discovering hospitality: observations from recent research -- Consumer participation in commercial hospitality -- Hospitality through poetry: control, fake solidarity, and breakdown -- Hospitality and eroticism. Sommario/riassunto An emerging hospitality studies focus among academics prioritizes the study of host and guest transactions as a key feature of hospitality research and publications. The papers in this e-book, guest edited by a leading researcher in the field, provide a flavor of some of the research themes that social science perspectives suggest. The study of host and quest transactions extends beyond commercial hospitality management activities; a large number of human interactions can be better understood through host and guest transactions. Commercial hospitality management through service quality management, employee relations, customer and employee transactions as well as the development of customer loyalty can also be informed by the study of

hospitality through the study of host quest transactions.