

Cruise Operations Management Hospitality Perspectives

This Fourth Edition helps readers develop the wide-ranging knowledge and analytical skills they need to succeed in today's burgeoning and dynamic hotel industry. This comprehensive volume encourages critical thinking by providing different points of view through contributions from sixty leading industry professionals and academics. Within a coherent theoretical structure, this updated edition enables readers to formulate their own ideas and solutions.

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. Capturing the flavor and breadth of the industry, *Introduction to Hospitality Management, Fourth Edition*, explores all aspects of the field including: travel and tourism; lodging; foodservice; meetings, conventions and expositions; and leisure and recreation. Devoting six chapters to management, the text focuses on hospitality and management and uses first-person accounts, corporate profiles and industry morsels to foster a student's appreciation for the field. Throughout, author John R. Walker invites students to share this industry's unique enthusiasm and passion. The text is organized into five sections: the hospitality industry and tourism; lodging; restaurants, managed services, and beverages; recreation, theme parks, clubs, and gaming entertainment; and assemblies and event management. Each section includes insight from industry professionals, contains up-to-date information on career opportunities, and includes many examples illuminating current industry trends and realities. Extensively revised and updated, this edition contains new photos, new page layouts, and new coverage on topics ranging from sustainability to globalization

Liner Ship Fleet Planning: Models and Algorithms systematically introduces the latest research on modeling and optimization for liner ship fleet planning with demand uncertainty. Container shipping companies have struggled since the financial crisis of 2007-2008, making it critical for them to make informed decisions about their fleet planning and development. Current and future shipping professionals require systematic approaches for investigating and solving their fleet planning problems, as well as methodologies for addressing their other shipping responsibilities. *Liner Ship Fleet Planning* addresses these needs, providing the most recent quantitative research of liner shipping in maritime transportation. The research and methods provided assist those tasked with optimizing shipping efficiency and fleet deployment in the face of uncertain demand. Suitable for those with any level of quantitative background, the book serves as a valuable resource for both maritime academics, and shipping professionals involved in planning and scheduling departments. Introduces the latest research on maritime transportation problems Analyzes problems of liner ship fleet planning, taking uncertainty into account Promotes the use of mathematics to manage uncertainty, using stochastic programming models, and proposing solution algorithms to solve proposed models Includes case studies that provide detailed examples of real-world examples of fleet optimization Explains how stochastic programming modeling methods and solution algorithms can be applied to other research fields featuring uncertainty, such as container yard planning, berth allocation and vehicle deployment problems

Hospitality: An Introduction

A comprehensive guide to managing human resources in the hospitality industry *Managing human resources in the hospitality industry* presents special challenges, including highly diverse employee backgrounds and roles, an ever-present focus on guest services, and organizational structures that often diverge from generic corporate models. By making such industry-specific concerns the cornerstone of its approach, "*Human Resources Management in the Hospitality Industry*" provides the definitive guide to successfully employing people in a hospitality organization. The book approaches hospitality human resource (HR) management as a decision-making practice that affects the performance, quality, and legal compliance of the hospitality business as a whole. Beginning with a foundation in the hospitality industry, employment law, and HR policies, the coverage includes recruitment, training, compensation, performance appraisal, environmental and safety concerns, ethics and social responsibility, and special issues. Throughout the book, "*Human Resources Management in the Hospitality Industry*" focuses on unique HR dilemmas faced by managers in the hospitality industry, including: Understanding the needs of a broad employee group, from hourly workers with tip credit eligibility questions to high-level accountants ensuring Sarbanes-Oxley compliance How hospitality managers who must act as one-person HR departments can make effective decisions and understand the consequences to themselves, their workers, and employers Working with labor unions in the hospitality industry using the labor-related legislation that affects the industry Managing employees in a global hospitality enterprise Practical and realistic case studies and numerous examples from various hospitality operations bring the material alive. Internet activities, learning objectives, "It's the Law" features, current events discussions, review questions, and other important features also help create a dynamic learning experience for readers. Written by two authors experienced in both hospitality management and education, "*Human Resources Management in the Hospitality Industry*" represents the most comprehensive, technically accurate, and valuable resource available on the topic.

Increasingly, cruise operators are utilising information and communication technologies (ICTs) to improve service-effectiveness and process efficiency, both on- and off-board. Therefore, it is worth initiating a discussion on the potential and challenges ICTs entail for both cruise operators' back-offices and for cruisers' consumption experiences. This book documents the proceedings of the 1st e-Cruising Conference (Bremerhaven, Germany), which was aimed at discussing the possibilities and applicability of ICTs and mobile services in various aspects of cruise operations. Following a rigorous double-blind review, the best papers were chosen to be incorporated in this volume.

Written by leading experts in the field, this book offers an introduction to recent developments in port and hinterland strategies, operations and related specializations. The book begins with a broad overview of port definitions, concepts and the role of ports in global supply chains, and an examination of strategic topics such as port management, governance, performance, hinterlands and the port-city relationship. The second part of the book examines operational aspects of maritime, port and land networks. A range of topics are explored, such as liner networks, finance and business models, port-industrial clusters, container terminals, intermodality/synchromodality, handling and warehousing. The final section of the book provides insights into key issues of port development and management, from security, sustainability, innovation strategies, transition management and labour issues. Drawing on a variety of global case studies, theoretical insights are supplemented with real world and best practice examples, this book will be of interest to advanced undergraduates, postgraduates, scholars and professionals interested in maritime studies, transport studies, economics and geography.

After decades of solid growth, the worldwide ocean cruise sector has become a noticeable economic factor and a significant employer. In the way it combines social, technological and natural systems to form its products, cruise tourism is an increasingly attractive area of study; particularly with regards to the managerial challenges posed by the interaction of these systems. This book brings together industry know-how, managerial experience and academic rigour to cover some of the most important and interesting managerial challenges associated with ocean cruises.

Updated to include the current models, theories, and hospitality practices, *Hospitality Strategic Management: Concept and Cases, Second Edition* is a comprehensive guide to strategic management in the international hospitality industry. Author Cathy A. Enz uses the case study approach to cover current topics such as innovation, entrepreneurship,

leadership, ethics, and franchising. Eight full case studies with exhibits and documents address the areas of lodging, food service, tourism e-commerce, gaming, cruise lines, and airlines, making this book ideal for executive level training courses or hospitality industry executives interested in developing their strategic management skills.

This textbook presents a compendium of important issues that were discussed at the 2nd International Cruise Conference in Plymouth (UK) between the 18th and 20th February 2010. The focus of the conference was to consider emerging issues, problems and solutions for the cruise industry at a time when trading conditions were perceived to be highly volatile.

Tourism Impacts, Planning and Management is a unique text, which links these three key areas of tourism: impacts, planning and management. Tourism impacts are multi-faceted and therefore are difficult to plan for and manage. This book looks at all the key players involved - be they tourists, host communities or industry members - and considers a number of approaches and techniques for managing tourism successfully. Divided into four parts, this text discusses: * The growth, development and impacts of tourism * Tourism planning and management: concepts, issues and key players * Tools and techniques in tourism planning and management: education, regulation and information technology * The future of tourism planning and management: issues of sustainability and the future Up-to-date, international case studies are used, for example the impacts of 9/11 and terrorism in Bali, to illustrate and provide a real-life context for the theories discussed. Exercises are also included to consolidate learning.

From restaurants to resorts, the hospitality industry demands strong operations management to delight guests, develop employees, and deliver financial returns. This introductory textbook provides students with fundamental techniques and tools to analyse and improve operational capabilities of any hospitality organization.

Since the beginning of mankind on Earth, if the "busyness" process was successful, then some form of benefit sustained it. The fundamentals are obvious: get the right inputs (materials, labor, money, and ideas); transform them into highly demanded, quality outputs; and make it available in time to the end consumer. Illustrating how operations relate to the rest of the organization, Production and Operations Management Systems provides an understanding of the production and operations management (P/OM) functions as well as the processes of goods and service producers. The modular character of the text permits many different journeys through the materials. If you like to start with supply chain management (Chapter 9) and then move on to inventory management (Chapter 5) and then quality management (Chapter 8), you can do so in that order. However, if your focus is product line stability and quick response time to competition, you may prefer to begin with project management (Chapter 7) to reflect the continuous project mode required for fast redesign rapid response. Slides, lectures, Excel worksheets, and solutions to short and extended problem sets are available on the Downloads / Updates tabs. The project management component of P/OM is no longer an auxiliary aspect of the field. The entire system has to be viewed and understood. The book helps students develop a sense of managerial competence in making decisions in the design, planning, operation, and control of manufacturing, production, and operations systems through examples and case studies. The text uses analytical techniques when necessary to develop critical thinking and to sharpen decision-making skills. It makes production and operations management (P/OM) interesting, even exciting, to those who are embarking on a career that involves business of any kind.

Completely updated and revised, Cruise Ship Tourism, 2nd Edition covers the economic, social and environmental impacts of cruising, combining the latest knowledge and research to provide a comprehensive account of the subject. Despite the industry growing rapidly, there is a substantial gap in the related literature, and this book addresses the key issues for researchers, students and industry professionals. A valuable 'one-stop-shop' for those interested in cruise ships and maritime tourism, this new edition from major names in the field is also an invaluable resource for anyone concerned more widely with tourism and business development.

Strategic Management for Tourism, Hospitality and Events is the must-have text for students approaching this subject for the first time. It introduces students to fundamental strategic management principles in a Tourism, Hospitality and Events context and brings theory to life by integrating a host of industry-based case studies and examples throughout. Among the new features and topics included in this edition are: Extended coverage to Hospitality and Events to reflect the increasing need and importance of a combined sector approach to strategy New international Tourism, Hospitality and Events case studies from both SME's and large-scale businesses are integrated throughout to show applications of strategic management theory, such as objectives, products and markets and strategic implementation. Longer combined sector case studies are also included at the end of the book for seminar work. New content on emerging strategic issues affecting the tourism ,hospitality and events industries, such as innovation, employment, culture and sustainability Web Support for tutors and students providing explanation and guidelines for instructors on how to use the textbook and case studies, additional exercises, case studies and video links for students. This book is written in an accessible and engaging style and structured logically with useful features throughout to aid students' learning and understanding. This book is an essential resource to Tourism, Hospitality and Events students.

The book contains 12 contributions that explain the current state of China's cruise industry and future development. Dating from the 1960s and with the rapid development of over 50 years, the modern cruise industry has developed into one of the fastest growing industries with the most remarkable economic benefits in the global tourism and hospitality industry, known as a "golden industry on the golden waterway". In recent years, with the gradual saturation of international cruise market and the eastward-moving trend of the center of cruise market, China has become a strategic emerging market with which international cruise lines have been competing. A number of international cruise lines, including Costa Crociere, Royal Caribbean Cruises, Princess Cruises, MSC Cruises, Star Cruises, Norwegian Cruise Line and Dream Cruises, have entered the cruise market in Mainland China.

Cross-Cultural Aspects of Tourism and Hospitality is the first textbook to offer students, lecturers, researchers and practitioners a comprehensive guide to the influence of culture on service providers as well as on customers, affecting both the supply and the demand sides of the industry – organisational behaviour, and human resource management, and marketing and consumer behaviour. Given the need for delivering superior customer value, understanding different cultures from both demand and supply sides of tourism and hospitality and the impact of culture on these international industries is an essential part of all students' and practitioners' learning and development. This book takes a research-based approach critically reviewing seminal cultural theories and evaluating how these influence employee and customer behaviour in service encounters, marketing, and management processes and activities. Individual chapters cover a diverse range of cultural aspects including intercultural competence and intercultural sensitivity, uncertainty and risk avoidance, context in communication, power distance, indulgence and restraint, time orientation, gender, assertiveness, individualism and collectivism, performance orientation, and humane orientation. This book integrates international case studies throughout to show the application of theory, includes self-test questions, activities, further reading, and a set of PowerPoint slides to accompany each chapter. This will be essential reading for all students, lecturers, researchers and practitioners and future managers in the fields of Tourism and Hospitality.

This book investigates the genesis and success of innovation in the hospitality industry as detailed in over four dozen case studies. In many of the cases studies, the innovators themselves provide the insights into their innovative inspiration and the lessons learned from the way they brought their innovative ideas to life. The cases include innovations for improved customer service, stronger human resources, and new food service and lodging concepts. While updated technology forms the basis for many of the innovations, some of the cases focus specifically on technology improvements, with a particular focus on the use of technology as a mediator in the service value chain. With the passage of several years, the book shares the outcome of the innovative concepts—most of which continue to operate. The lessons presented will provide you a valuable perspective on success through innovation, whether you are operating in the hospitality industry or another business.

Cruise Operations Management provides a comprehensive and contextualised overview of hospitality services for the cruise industry. As well as providing a background to the cruise industry, it also looks deeper into the management issues providing a practical guide for both students and professionals alike. A user-friendly and practical guide it discusses issues such as: • The history and image of cruising • How to design a cruise and itinerary planning • Roles and responsibilities on a cruise ship • Customer service systems and passenger profiles • Managing food and drink operations onboard • Health, safety and security Cruise Operations Management presents a range of contextualised facts illustrated by a number of case studies that encourage the reader to examine the often complex circumstances that surround problems or events associated to cruise operations. The case studies are contemporary and are constructed from first hand research with a number of international cruise companies providing a real world insight into this industry. Each case study is followed by questions that are intended to illuminate issues and stimulate discussion. The structure of the book is designed so the reader can either build knowledge cumulatively for an in-depth knowledge of managerial practices and procedures onboard a cruise ship, or they can 'dip in' and make use of specific material and case studies for use within a more generic hospitality or tourism learning context. * Comprehensive overview of hospitality services and operations written specifically for the cruise industry * Uses contemporary examples to illustrate the unique aspects of this industry providing a clear understanding of managing operations onboard * Flexible format enables readers to build knowledge cumulatively or jump in and make use of specific material within a hospitality or tourism learning context

Medical Tourism and Wellness: Hospitality Bridging Healthcare (H2H) takes a systems approach to examining the growing field of medical tourism, one of the field's hottest niches, with billions of dollars spent each year. This important book fills the need for a modern management book that looks at medical tourism in depth from a medical and hospitality operational management perspective. Growing numbers of people are going abroad to find affordable quality medical care for both necessary and cosmetic medical services. When they require surgery or dental work, they combine it with a trip to the Taj Mahal, a photo safari on the African veldt, or a stay at a luxury hotel—or at a hospital that feels like one—all at bargain-basement prices. The book takes a comprehensive look at medical tourism, covering such topics as: The history of medical tourism Why patients/tourists decide to travel for medical care The role of professional facilitators of medical tourism Key countries and medical disciplines in medical tourism Transportation, food, entertainment, and hotel/hospitality services Hotel and spa designs for medical tourism Best practices in medical tourism Patient follow-up after medical discharge Future trends in medical tourism Careers in medical tourism With the inclusion of case studies, the book provides a comprehensive look into this growing trend and will be valuable to upper-level undergraduate and graduate students in health care administration and those pursuing MBAs in healthcare, medical students pursuing a management focus, and students in hospitality management. It will also be a must-have resource for professionals working in hotels and in health care.

If you are reading this intro, then I take it that you have an interest in cruise ships. It could be you want to work on a cruise ships, you want to or have taken a cruise, maybe you are looking for tips on cruising or maybe you just like fun stories about cruise ships. If you are interested in any of those items I just listed, then this book is for you. Before we begin our journey, I guess I should tell you a little bit about myself and why I have written this book. For my cruise ship experience, I worked about 12 years on cruise ships around the world and 2 years working in shore side offices in Florida. I worked with 4 different cruise lines and worked as a scuba instructor/dive manager, shore excursion manager and then in the shore side offices as an IT geek, and finally a few years as an IT officer (yeah, I know, scuba instructor to computer geek, what can I say, it has been an interesting journey). Stories in this book include ones about: Getting a job on cruise ships Life on board ships On board romance Hurricanes Running aground Adrift at sea Kick

backsFalling overboardLiving on a tropical islandCrazy things the crew and passengers doand much much more.....I also have photos about my life at sea that can be seen at: www.cruiseshipstories.com Looking at these photos will bring my sea faring stories even more to life.

Effectively Develop and Manage a Resort Property-Revised and Updated In recent years, the definition of "resort" has expanded to include any facility that provides recreation and entertainment in combination with lodging. Revised and updated for these changes, *Resorts: Management and Operation, Second Edition* covers both new trends, like the increasing popularity of timeshares and cruise ships, and tried-and-true businesses like ski areas, golf resorts, spas, and casinos. The book provides a comprehensive look at how today's industry classifies, develops, markets, and manages these various properties. In addition to covering new growth areas in the resort field, this Second Edition also features a wide range of resources for learning, including: * New chapters on cruise ships, specialty resorts, and casinos, highlighting the newest trends in the industry * New resort case studies in each chapter * Expanded coverage on spas, pools, and indoor waterparks * Quick Getaway sidebars, showing practical examples and applications of theories discussed in the book * Updated statistics throughout the text that reflect the latest industry information * Enhanced discussions of the importance of developing facilities from an environmentally conscious and business-smart perspective so that the integrity of the natural base is maintained Students on their way to a career in resorts, as well as professionals seeking to update or improve their understanding of the business, will find *Resorts: Management and Operation, Second Edition* the key to success in this exciting industry.

The notion of "mobilities," when looked at from a practical point of view, turns out to cover different kinds of human activity. It is not surprising, then, that when approached from an academic perspective, it reveals enormous potential for interdisciplinary research, which has proven extremely attractive to many scholars from different continents, disciplines, and schools of academic inquiry. The scholars in this volume focus on the specific aspects of mobilities, namely, tourism and travel behavior, but approach them from a plethora of positions. Such a myriad of perspectives is bound to be challenging in methodological terms, but it seems there is a growing agreement as to the worthiness of this interdisciplinary research. By means of combining various approaches, researchers obtain access to a fascinating and increasingly ubiquitous phenomenon of contemporary human mobility.

Delves deep into the Indian as well as international tourism experiences with balanced mix of basic principles of tourism and their application as well as policy implications. *Operation Strategy Second Edition* Nigel Slack and Michael Lewis Ideal for Advanced Undergraduate and Postgraduate students, this book builds on concepts from Strategic Management, Operations Management, Marketing and HRM to give students a comprehensive understanding of Operations Strategy. Features Comprehensive and accessible with authoritative authorship and an excellent blend of theory and practice A European context Engaging case studies Teaching resources including an Instructor's Manual with extensive case notes and PowerPoint slides at www.pearsoned.co.uk/slack. What's New? This new edition has been focused to concentrate on the most significant topics in the subject, with 10 chapters replacing the previous 15. New material has been added and coverage of some older topics has been revised (see new table of contents). End-of-chapter case exercises have been replaced by a major end-of-book section of 'Harvard-type' cases. New to the Instructor's resources online: additional cases and a set of questions and answers for class use / exam use. New coverage of hot topics, such as the implications of ERP and Six Sigma on ops strategy, agility and it's inter-relationship with lean, supply management issues, operations strategy for competitive advantage and SCM, and implementation.

Prepare future hotel general managers to efficiently supervise and run a midsize full-service hotel. *Hotel Operations Management* provides an up-to-date and comprehensive examination of all aspects of hotel administration from the viewpoint of the hotel general manager. Detailed information addresses the operating departments of a full-service hotel: Human Resources; Controller; The Front Office; Housekeeping; Food and Beverage; Safety and Property Security; Sales and Marketing; Accounting; and Facility Engineering and Maintenance. In-depth discussions highlight the importance of human resources in the labor-intensive hotel industry, franchising and contract management of properties in an ever-decreasing "Mom and Pop" segment, and hotel management in a global environment. Updated throughout to ensure that readers have the latest information, the Third Edition also includes new case studies, an entirely new chapter on guest services, and new end-of-chapter questions. This accurate book will give prospective hotel managers insight into all of the procedures effective managers use to ensure their hotel's--and their own--success.

The cruise industry is one of the fastest growing segments of tourism. Although, cruise tourism is a recent development in Asia and the Pacific as compared to the traditional destinations in the Caribbean and the Mediterranean, it has been growing at double-digit rates fuelled by the increasing demand from the North-East Asia markets, namely from China.

Covering the applied managerial perspective of the travel industry, this book looks at the core disciplines and the application of theory to practice. Considering individual and corporate social responsibility, it teaches effective managerial skills by reviewing legal frameworks, quality management and marketing, financial management, and the management of shareholders and stakeholders. It discusses current trends such as sustainability and governmental emission targets against a background of the needs of a commercial business to innovate and increase profits. A valuable tool for both students and those working in the travel industry, this new edition includes new content, a revised structure and all-new international case studies.

This text provides detailed coverage of the breadth of issues involved in the management of tourism businesses. It explains and supports fundamental business management

aspects whilst examining specific techniques required for the successful management of a variety of tourism businesses.

Cruise Operations Management: Hospitality Perspectives provides a comprehensive and contextualized overview of hospitality services for the cruise industry. As well as providing a background to the cruise industry, it also looks deeper into the management issues providing a practical guide for both students and professionals alike. Since the first edition of this book, there have been many important developments in the industry and this new edition features revised chapters on: contemporary cruise operations cruise geography itinerary planning health, safety and security maritime issues and legislation. In addition, there is a new chapter on 'Cruise Management Resources' intended to be of benefit to research students. Cruise Operations Management presents a range of issues illustrated by a number of case studies that encourage the reader to examine the often complex circumstances that surround problems or events associated with cruise operations. The case studies are contemporary and are constructed from first hand research with a number of international cruise companies providing a real world insight into this industry. They include 'Roles and Responsibilities on a Cruise Ship', 'Customer Service Systems and Passenger Profiles' and 'Managing Food and Drink Operations Onboard'. Each case study is followed by questions that are intended to illuminate issues and stimulate discussion. The structure of the book is designed so the reader can either build knowledge cumulatively for an in-depth knowledge of managerial practices and procedures onboard a cruise ship, or they can 'dip in' and make use of specific material and case studies for use within a more generic hospitality or tourism learning context. With over 70 global case studies and vignettes, this textbook covers all the key marketing principles applied to tourism and hospitality, showing how these concepts work in practice and demonstrating the diverse range of tourism and hospitality products on offer. Chapters are packed with pedagogical features that will help readers consolidate their learning, including: - Chapter objectives - Key terms - Discussion questions and exercises - Links to useful websites - Profiles of successful individuals and organizations Tourism and Hospitality Marketing is accompanied by a website that offers lecturers answers to the discussion questions and exercises in the book, case study questions, a test bank, PowerPoint slides and a list of additional teaching resources.

The book addresses topics such as tourism education and its development in the latter part of the twentieth century, taking "tourism" to be a broader field than "hospitality." Cruise Operations Management provides a comprehensive and contextualised overview of hospitality services for the cruise industry. As well as providing a background to the cruise industry, it also looks deeper into the management issues providing a practical guide for both students and professionals alike. A user-friendly and practical guide it discusses issues such as: · The history and image of cruising · How to design a cruise and itinerary planning · Roles and responsibilities on a cruise ship · Customer service systems and passenger profiles · Managing food and drink operations onboard · Health, safety and security Cruise Operations Management presents a range of contextualised facts illustrated by a number of case studies that encourage the reader to examine the often complex circumstances that surround problems or events associated to cruise operations. The case studies are contemporary and are constructed from first hand research with a number of international cruise companies providing a real world insight into this industry. Each case study is followed by questions that are intended to illuminate issues and stimulate discussion. The structure of the book is designed so the reader can either build knowledge cumulatively for an in-depth knowledge of managerial practices and procedures onboard a cruise ship, or they can 'dip in' and make use of specific material and case studies for use within a more generic hospitality or tourism learning context.

Fully revised, Tourism, 2nd edition covers aspects of tourism from a modern perspective, providing students with a range of theoretical and research-based explanations, supported by examples, case studies and unique insights from industry representatives. Covering topics such as policy and planning, heritage management, leisure management, event management and hospitality management, the book tackles the practical elements of academic tourism such as infrastructure management and economic development, together with other important contemporary issues such as sustainable development and post-tourists.

For Introduction to Hospitality courses Empower tomorrow's hospitality leaders with a visually appealing, easy, and engaging introduction to the exciting opportunities in the many varied segments of the industry Exploring the Hospitality Industry helps students advance in their careers by giving them a broad foundation of hospitality industry knowledge presented in a lively, visually appealing manner using engaging features to facilitate the learning process. Less theoretical and more industry-relevant than most texts in the field, it emphasizes the people, companies, and positions that make up the hospitality industry today. Moving beyond just restaurants and hotels to cover all facets and segments of the industry, it includes new growth areas such as event management, meeting planning, cruising, theme parks, and gaming entertainment. The focus on sustainability features case studies on practitioners and corporations that engage and involve reads as they explore the trends in this ever-growing field. Also available with MyHospitalityLab® MyHospitalityLab not included. Students, if MyHospitalityLab is a recommended/mandatory component of the course, please ask your instructor for the correct ISBN and course ID. MyHospitalityLab should only be purchased when required by an instructor. Instructors, contact your Pearson representative for more information. This title is also available with MyHospitalityLab—an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts. To help students explore the hospitality industry, MyHospitalityLab includes industry-specific simulations from Hospitality & Tourism Interactive (HTi), and real case studies written by industry leaders.

Cruise Operations Management: Hospitality Perspectives offers a comprehensive and contextualised overview of hospitality services for the cruise industry. As well as providing a background to the cruise industry, it also looks deeper into the management issues, providing a practical guide for students and professionals alike. Since the last edition of this book was published, there have been many important developments in the industry. This third edition has been updated to include: New content on: health, safety and security, sustainability, environmental impacts of cruise operations, changing and emerging markets, professionalism and talent management, innovation and digital technologies A new chapter on 'Leadership in the cruise industry' New international case studies throughout to provide a real-world insight into the industry Additional online resources, including PowerPoint slides for instructors and student quizzes to test

knowledge This comprehensive, accessible and engaging text is essential reading for all those seeking to study cruise operations management whether for academic or vocational reasons. A comprehensive and wide-ranging introduction to operational hotel management, this textbook brings together business administration, management and entrepreneurship into a complete overview of the discipline. Essential reading for students of hospitality management, the book also benefits from online support materials.

This introductory textbook provides a thorough guide to the management of food and beverage outlets, from their day-to-day running through to the wider concerns of the hospitality industry. It explores the broad range of subject areas that encompass the food and beverage market and its five main sectors – fast food and popular catering, hotels and quality restaurants and functional, industrial, and welfare catering. New to this edition are case studies covering the latest industry developments, and coverage of contemporary environmental concerns, such as sourcing, sustainability and responsible farming. It is illustrated in full colour and contains end-of-chapter summaries and revision questions to test your knowledge as you progress. Written by authors with many years of industry practice and teaching experience, this book is the ideal guide to the subject for hospitality students and industry practitioners alike.

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