REFERENCES

- Abouzid, M. R. M. (1988). Economics of Resort Hotels and Condominiums, Steamboat Springs, Colorado: A Monopolistic Competitive Model. DAI, 50, no. 06A, (1988) 1760, Colorado State University; 0053.
- Anon. (1998). The HCIMA Corpus of Management Excellence. London, HCIMA.
- Antil, F. H. (1984). "Career planning in the hospitality industry." <u>Cornell Hotel and Restaurant Administration</u> <u>Quarterly</u> **25**(1): 46-52.
- Baum, T. (1989). "Toward a new definition of hotel management." <u>Cornell Hotel and Restaurant Administration</u> <u>Quarterly</u> **29**(2): 36-39.
- Baum, T. (1990). "Competencies for hotel management: Industry expectations of education." <u>International Journal of Contemporary Hospitality Management</u> **2**(4): 13-16.
- Baum, T. (2006). "Reflections on the Nature of Skills in the Experience Economy: Challenging Traditional Skills Models in Hospitality." <u>Journal of Hospitality and Tourism Management</u> **13**(2): 124-135.
- Baum, T. and D. Nickson (1998). "Teaching human resource management in hospitality and tourism: A critique." International Journal of Contemporary Hospitality Management 10(2): 75-79.
- Beckert, J. and K. Walsh (1991). "Development plans replace performance reviews at Harvey Hotels." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **32**(4): 72-80.
- Bentivenger, A. and L. Sluder (1989). "Hotel GMs bring diverse background to the job." $\underline{\text{Lodging }}$ **14**(10): 61-62.
- Bernstein, C. (1982). "Farmer to President: Joe Lee of General Mills." <u>Cornell Hotel and Restaurant</u> Administration Quarterly **23**(3): 20-24.
- Breiter, D. (1992). Experiential Learning in Guest Services as Perceived by Undergraduate Hospitality Students (Internships). Major Professor: PAUL P. FIDLER. DAI, 53, no. 04A, (1992) 1067, University of South Carolina; 0202.
- Breiter, D. and H. Hoart (2000). "Competencies in foodservice information technology expected by the foodservice industry of graduates of hospitality bachelor's degree programs in the US." <u>Journal of Hospitality and Tourism Education</u> **12**(2): 11-17.
- Brownell, J. (1987). "Listening: The toughest management skill." <u>Cornell Hotel and Restaurant Administration</u>
 <u>Quarterly</u> **27**(4): 65-71.
- Brownell, J. (1992). "Hospitality managers' communication practices." <u>International Journal of Hospitality</u>
 <u>Management</u> **11**(2): 111-128.
- Brownell, J. (1994). "Creating strong listening environments: A key hospitality management task." <u>International</u> <u>Journal of Contemporary Hospitality Management</u> **6**(3): 3-10.
- Brownell, J. (1994). "Relational listening: Fostering effective communication practices in diverse organisational environments." Hospitality and Tourism Educator **6**(4): 11-16.
- Brymer, R. A. (1982). "Stress and your employees." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **22**(4): 61-71.
- Bull, A. O. and K. M. Alcock (1993). "Patron preferences for features offered by licensed clubs." <u>International Journal of Contemporary Hospitality Management</u> **5**(1): 28-32.
- Burgess, C. (2000). "The hotel financial manager challenges for the future." <u>International Journal of</u> Contemporary Hospitality Management **12**(1): 6-12.
- Casado, M. A. (1991). Perceptions of Corporate Recruiters, Alumni and Educators toward Critical Factors of Hotel/Restaurant Management Programs: A Comparative Study (Restaurant Management Programs). <u>Chairman: DICKSON MUNGAZI</u>. DAI, 52, no. 10A, (1991) 3507, Northern Arizona University; 0391.
- Christensen Hughes, J. M. (2002). Recruitment and Selection Issues and Strategies within International Resort Communities. <u>Human Resource Management: International Perspectives in Hospitality and Tourism.</u> N. D'Annunzio-Green, G. A. Maxwell and S. Watson. London, Continuum: 15-34.
- Christou, E. S. and M. Sigala (2001). "Professional development in Hospitality and Tourism education: a strategy for the 21st. Century." International Journal of Tourism Research 3: 328-330.
- Chung-Herrera, B. G., C. Enz, et al. (2003). "Grooming Future Hospitality Leaders: A Competencies Model."

 <u>Cornell Hotel and Restaurant Administration Quarterly</u> **44**(2): 17-26.
- Cichy, R. F. and R. S. Schmidgall (1997). "Financial Executives in US Clubs." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **38**(5): 67-73.
- D'Annunzio-Green, N. (1997). "Developing international managers in the hospitality industry." <u>International Journal of Contemporary Hospitality Management</u> **9**(5/6): 199-208.
- Danvers, H. and H. Keeling (1995). "Is Education Meeting the Management Needs of Industry? The Debate Continues." <u>Hospitality: The HCIMA Management Magazine</u>(150): 21-22.
- Dienhart, J. R., M. B. Geregorie, et al. (1990). "Service orientation of restaurant employees." Hospitality

- Research Journal 14: 421-430.
- Downey, J. F. (1978). "Management Theories as Observed in Hotel and Restaurant Managers." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **18**(4): 70-71.
- Dube, L. (1999). "Best Practises in the US lodging industry." <u>Cornell Hotel and Restaurant Administration</u> Quarterly: 14-27.
- Dube, L. and L. M. Renaghan (1999). "Strategic approaches to lodging excellence." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **40**(6): 16-26.
- Dube, L. and L. M. Renaghan (1999). "Surprisingly simple routes to the top." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **40**(6): 34-41.
- Dube, L. and L. M. Renaghan (1999). "Sustaining competitive advantage." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **40**(6): 27-33.
- Emenheiser, D. A., J. M. Clay, et al. (1998). "Profiles of Successful Restaurant Managers for Recruitment and Selection in the US." <u>International Journal of Contemporary Hospitality Management</u> **10**(2): 54-62.
- Enz, C. (2000). "Best Practices in Service Quality." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **41**(5): 20-29.
- Enz, C. and J. A. Siguaw (2000). "Best practices in Human Resources." <u>Cornell Hotel and Restaurant</u> Administration Quarterly **40**(4).
- Fritz, J. M. (1988). An Analysis of the Foreign Language Needs of Students Preparing Careers in Tourism Management. (French Text). <u>Supervisor: LOUIS PORCHER</u>. DAI, 50, no. 01A, (1988) 0130, Middlebury College; 0307.
- Go, F. (1990). "Tourism and Hospitality Management Education: New Horizons." <u>International Journal of Contemporary Hospitality Management</u> **2**(2): 43-48.
- Goodman, R. J. J. (1978). "The Psychology of Service and Sales in the Dining Room." <u>Cornell Hotel and</u> Restaurant Administration Quarterly **19**(1): 72-75.
- Guerrier, Y. and A. Lockwood (1991). Managers in Hospitality: A review of current research. <u>Progress in Tourism, Recreation and Hospitality Management</u>. C. P. Cooper. London, Bellhaven Press. **2:** 151-167.
- Gursoy, D. and N. Swanger (2004). <u>Assessment of Curriculum: Industry Perspectives</u>. 2004 ISTTE Annual Conference: International Collaboration, Hong Kong, The Hong Kong Polytechnic University.
- Hayes, J., A. Rose-Quirie, et al. (2000). "Senior managers' perceptions of the competencies they require for effective performance: Implications for training and development." <u>Personnel Review</u> **29**(1): 92-105.
- Hwang, J.-H. and H. C. Wilkins (2002). <u>Restaurant Loyalty: An Evaluation of Factors Influencing Behaviour</u>. 11th. Annnual CHME Research Conference, Leeds, Council for Hospitality Management Education Leeds Metropolitan University.
- Iles, P. (1997). "Sustainable high-potential career development: A resourced based review." <u>Career Development</u> International **2**(7): 347-353.
- Ineson, E. M. and R. F. Kempa (1996). "Selection for vocational courses at university: Part I perspectives of the employers of graduates." <u>Education and Training</u> **38**(6): 14-19.
- Inui, Y., D. Wheeler, et al. (2006). "Rethinking Tourism Education: What Should Schools Teach?" <u>Journal of Hospitality, Leisure, Sport and Tourism Education</u> **5**(2): 25-35.
- Johns, N. (1993). "Quality management in the hospitality industry: Part 3 recent developments." <u>International</u> <u>Journal of Contemporary Hospitality Management</u> **5**(1): 10-15.
- Johns, N. and M. McKechnie (1995). "Career demands and learning perceptions of hotel and catering graduates ten years on." <u>International Journal of Contemporary Hospitality Management</u> **7**(5): 9-12.
- Jones, P. (1990). "A Profile for Management Development and Training." <u>Journal of European Industrial Training</u> **14**(3): 7-12.
- Kandampully, J. and R. Duddy (2000). <u>Technology in the hospitality industry and the implications for education</u>. Innovation in Hospitality & Tourism Education, Maastricht, The Netherlands, Hotel Management School Maastricht.
- Kay, C. and J. Russette (2000). "Hospitality management competencies." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **41**(1): 52-63.
- Kelly, I. (1998). "Education and training requirements for regional tourism operators." <u>Australian Journal of Hospitality Management</u> **5**(2): 37-46.
- Kim, W. G. (1995). The Determinants of Capital Structure in the Hospitality Industry. <u>Major Professor:</u> <u>STEPHEN J. HIEMSTRA</u>. DAI, 56, no. 07A, (1995) 2797, Purdue University; 0183.
- Koppel, J. N. (1978). "The Food Service Manager of the Future." <u>Cornell Hotel and Restaurant Administration</u> <u>Quarterly</u> **19**(2): 36-39.
- Krone, C., M. Tabacchi, et al. (1989). "Manager burnout." <u>Cornell Hotel and Restaurant Administration</u> <u>Quarterly</u> **30**(3): 58-63.
- Ladkin, A. (1999). "Hotel general managers: A review of prominent research themes." <u>International Journal of Tourism Research</u> 1(3): 167-193.

- Ladkin, A. and T. D. Juwaheer (2000). "The career paths of hotel general managers in Mauritius." <u>International Journal of Contemporary Hospitality Management</u> **12**(2): 119-125.
- Larsen, S. and T. Bastiansen (1992). "Service attitudes in hotel and restaurant staff and nurses." <u>International Journal of Contemporary Hospitality Management</u> **4**(2): 27-31.
- Lashley, C. (1999). "Employee empowerment in services: A framework for analysis." <u>Personnel Review</u> **28**(3): 169-191.
- Lashley, C. (1999). "On making silk purses: Developing reflective practitioners in hospitality management education." <u>International Journal of Contemporary Hospitality Management</u> **11**(4): 180-185.
- Lashley, C. (2002). The Benefits of Training for Business Performance. <u>Human Resource Management:</u>
 <u>International Perspectives in Hospitality and Tourism.</u> N. D'Annunzio-Green, G. A. Maxwell and S. Watson. London, Continuum: 104-117.
- Lashley, C. (2002). <u>Emotional Leadership: the key skill for the future?</u> 2002 CAUTHE Conference, Fremantle, Western Australia.
- Lashley, C. (2002). A Feeling for Empowerment? <u>Human Resource Management: International Perspectives in Hospitality and Tourism</u>. N. D'Annunzio-Green, G. A. Maxwell and S. Watson. London, Continuum: 200-211.
- Lashley, C. (2002). "Learning styles and hospitality management education." The Hospitality Review: 56-60.
- Lashley, C. (2002). <u>Learning Styles Research Some Early Findings from a Longitudinal Study</u>. 11th. Annual CHME Research Conference, Leeds, Council for Hospitality Management Education
- Leeds Metropolitan University.
- Lefever, M. M. and J. J. Schroeder (1986). "Four aces: The careers and views of four food-service executives." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **27**(2): 8-11.
- Ley, D. A. (1978). An empirical examination of selected work activity correlates of managerial effectiveness in the hotel industry using a structured observation approach. East Lansing, Michigan State University.
- Ley, D. A. (1980). "The effective GM: leader or entrepreneur?" <u>Cornell Hotel and Restaurant Administration</u> <u>Quarterly</u> **21**(3): 66-67.
- Li, L. and J. J. Kivela (1998). "Different perceptions between hotel managers and students regarding levels of competency demonstrated by hospitality degree students." <u>Australian Journal of Hospitality Management</u> 5(2): 47-54.
- Mai-Dalton, R. R., G. P. Latham, et al. (1978). "Selection, Management, and Performance of Food Service Personnel: A Survey of the Literature." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **19**(2): 40-45
- Mallinson, H. and B. Weiler (2000). "Cross-cultural awareness of hospitality staff: An evaluation of a pilot training program." <u>Australian Journal of Hospitality Management</u> 7(1): 35-44.
- Mayo, C. (1997). "The Hospitality Industry: Choices, Options and Opportunities for th 21st. Century." <u>The Black Collegian</u>(February): 96-102.
- Mitchell, S. (2002). An Analysis of Hotel Valuation Techniques in Australia. <u>School of Hospitality, Tourism and</u> Marketing. Melbourne, Victoria University. **MBus.:** 47.
- Morrison, P. and T. Laffin (1995). "Interfacing management information systems with practical restaurants in UK hospitailty degree programmes." <u>Education and Training</u> **37**(4): 26-31.
- Mullins, L. and I. Davies (1991). "What makes for an effective hotel manager?" <u>International Journal of Contemporary Hospitality Management</u> **3**(1): 22-25.
- Nailon, P. (1968). A study of management activity in units of an hotel group. Surrey, United Kingdom, University of Surrey.
- Nebel, E. C. I. (1991). <u>Managing Hotels Effectively: Lessons from outstanding general managers</u>. New York, Van Nostrand Reinhold.
- Nebel, E. C. I., C. G. Braunlich, et al. (1994). "Career paths in American luxury hotels: Hotel food and beverage directors." <u>International Journal of Contemporary Hospitality Management</u> **6**(6): 3-9.
- Nilsson, M., P. J. Harris, et al. (2001). "Towards a valuation framework for hotels as business entities." <u>International Journal of Contemporary Hospitality Management</u> **13**(1): 6-12.
- Petrick, G. (1998). "Lonely at the top: Women Food-Service managers." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **39**(3): 54-59.
- Powell, S. and D. Wood (1999). "Is recruitment the millennium time bomb for the industry worldwide?" International Journal of Contemporary Hospitality Management 11(4): 138-139.
- Rimmington, M. (1999). "Vocational education: Challenges for hospitality management in the new millennium." <u>International Journal of Contemporary Hospitality Management</u> **11**(4): 186-191.
- Ross, G. F. (1995). "Work stress and personality measures among hospitality industry employees." <u>International Journal of Contemporary Hospitality Management</u> **7**(6): 9-13.
- Sciarini, M. P. (1993). Pre-Screening of Employment Candidates: A Study of Hospitality Recruiter Decision Strategies. <u>Director: ROBERT WOODS</u>. DAI, 54, no. 05A, (1993) 1639, Michigan State University;

- 0128.
- Seymour, D. and P. Constanti (2002). "University Hospitality Education for International Management: A Case of Wasted Opportunities." <u>Journal of Hospitality, Leisure, Sport and Tourism Education 1(2)</u>.
- Shaban, H. H. (1993). Human Resource Management Policies and Practices in the Hospitality Industry: A Cross-Cultural Study. DAI, 54, no. 05A, (1993) 1875, Nova University; 0166.
- Shi, M. (1997). Essays on Reward Programs. <u>Chairman: KANNAN SRINIVASAN</u>. DAI, 58, no. 07A, (1997) 2747, Carnegie-Mellon University; 0041.
- Su, A. Y. L. (1996). An Evaluation of Accreditation Curriculum Standards for Four Year Undergraduate Hospitality Programs. <u>Major Professor: JUDY L. MILLER</u>. DAI, 57, no. 11A, (1996) 4927, Kansas State University; 0100.
- Susskind, A. M., C. Borchgrevink, et al. (2000). "Customer service behaviour and attitudes among hotel managers: A look at perceived support functions, standards for service, and service process outcomes." <u>Journal of Hospitality and Tourism Research</u> **24**(3): 373-397.
- Tas, R. (1988). "Teaching future managers." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **29**(2): 41-43.
- Tas, R., S. LaBreque, et al. (1996). "Property management competences for management trainees." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **37**(4): 90-96.
- Teare, R. (1997). "Supporting managerial learning in the workplace." <u>International Journal of Contemporary Hospitality Management</u> **9**(7): 304-314.
- Testa, M. R. (2004). "Cultural similarity and service leadership: a look at the cruise industry." <u>Managing Service</u> <u>Quality</u> **14**(5): 402-413.
- Tranter, M. (2002). Occupational Health and Safety Risks and Management Issues in the Hotel and Fast-Food Sectors. <u>Human Resource Management: International Perspectives in Hospitality and Tourism.</u> N. D'Annunzio-Green, G. A. Maxwell and S. Watson. London, Continuum: 174-185.
- Tribe, J. (2002). "The Philosophic Practitioner." Annals of Tourism Research 29(2): 338-357.
- White, C. and L. Rudall (1999). "INTERSERVQUAL: an investigation of the dimensions and measurement of internal service quality in the hospitality industry." <u>Australian Journal of Hospitality Management</u> **06**(2): pp. 13-22.
- Wilson, M. D. J., A. E. Murray, et al. (2000). "Contract catering: The skills required for the next millenium." <u>International Journal of Contemporary Hospitality Management</u> **12**(1): 75-78.
- Woods, R. H., D. G. Rutherford, et al. (1998). "Hotel general managers: Focused on the Core Business." <u>Cornell Hotel and Restaurant Administration Quarterly</u> **39**(6): 38-44.
- Yuan, T. F. (1999). Hospitality employees' values and service interactions: A potential tool for industry and education. <u>Adviser Joseph D. Fridgen</u>. DAI, 60, no. 10A (1999) p. 3723, Michigan State University; 0128.
- Zapalska, A., D. Rudd, et al. (2002). "Teaching Business Issues in Hospitality and Tourism Education." <u>Journal of Hospitality and Tourism Education</u> **14**(3): 29-30.