

BEMM772

Hospitality Service Management

View Online



1

Management - LibGuides at University of Exeter.
<http://libguides.exeter.ac.uk/ManagementHomePage>

2

Dale BG. Managing Quality: An Essential Guide and Resource Gateway. Sixth edition. 2016.
<https://uoelibrary.idm.oclc.org/login?url=http://onlinelibrary.wiley.com/book/10.1002/9781119302735>

3

Gronroos C. Service Management and Marketing: Customer Management in Service Competition. Fourth edition. Hoboken, New Jersey: : John Wiley & Sons 2015.

4

Jones P, Merricks P. The Management of Foodservice Operations. London: : Cassell 1994.

5

Kandampully J. Service Quality Management in Hospitality, Tourism, and Leisure. 2013.
https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991004816889707446&context=L&vid=44UOEX_INST:default

6

King JH, Cichy RF. Managing for Quality in the Hospitality Industry. Upper Saddle River, N.J.: : Pearson Prentice Hall 2006.

7

Lockwood A, Baker MJ, Ghillyer A. Quality Management in Hospitality: Best Practice in Action. London: : Cassell 1996.

8

Mudie P. Services Marketing Management. Routledge 2012.
https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991004785949707446&context=L&vid=44UOEX_INST:default

9

Oakland JS. Total Organizational Excellence. Routledge 2001.
https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991004816979707446&context=L&vid=44UOEX_INST:default

10

Oakland JS. Total Quality Management and Operational Excellence: Text with Cases. Fourth Edition. 2013. <https://www.vlebooks.com/vleweb/Product/Index/393658?page=0>

11

Olsen MD, Teare R, Gummesson E. Service Quality in Hospitality Organizations. London: : Cassell 1996.

12

Palmer A. Principles of Services Marketing. Seventh edition. Maidenhead, Berkshire: : McGraw Hill Education/Higher Education 2014.

13

Mudie P. The Management and Marketing of Services. Butterworth-Heinemann 1999.

<https://www.vlebooks.com/vleweb/Product/Index/50692?page=0>

14

Oakland JS. Total Quality Management: Text with Cases. 3rd ed. Oxford: : Elsevier Butterworth-Heinemann 2003.

15

Pilbeam S, Corbridge M. People Resourcing and Talent Planning: HRM in Practice. 4th ed. Harlow, England: : Financial Times Prentice Hall 2010.

16

Beech JG, Chadwick S. The Business of Tourism Management. Harlow: : Financial Times Prentice Hall 2006.
https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991015493339707446&context=L&vid=44UOEX_INST:default

17

Cornell Hospitality Quarterly.
https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991015708219707446&context=L&vid=44UOEX_INST:default

18

The Service Industries Journal. Published Online First: 1993.
https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991012470519707446&context=L&vid=44UOEX_INST:default

19

International Journal of Hospitality Management.
https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991015603609707446&context=L&vid=44UOEX_INST:default

20

International Journal of Contemporary Hospitality Management.

https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991015593579707446&context=L&vid=44UOEX_INST:default

21

Ford RC, Heaton CP, Sturman MC. Managing Quality Service in Hospitality: How Organizations Achieve Excellence in the Guest Experience. international ed. [Clifton Park, NY]: : Delmar Cengage Learning 2012.

22

Gronroos C. Service Management and Marketing: Customer Management in Service Competition. Fourth edition. Hoboken, New Jersey: : John Wiley & Sons 2015.

23

Pilbeam S, Corbridge M. People Resourcing and Talent Planning: HRM in Practice. 4th ed. Harlow, England: : Financial Times Prentice Hall 2010.

24

George ML. Lean Six Sigma for Service: How to Use Lean Speed and Six Sigma Quality to Improve Services and Transactions. McGraw Hill Professional 2011.

<http://www.vlebooks.com/vleweb/product/openreader?id=Exeter&isbn=9780071436359>

25

Woods RH, King JZ. Quality Leadership and Management in the Hospitality Industry. East Lansing, Mich: : Educational Institute of the American Hotel & Motel Association 1996.

26

Large businesses and SMEs: Exploring How SMEs Interact with Large Businesses.

<https://www.gov.uk/government/publications/large-businesses-and-smes-exploring-how-smes-interact-with-large-businesses>

27

Riaz W, Tanveer A. 'Marketing Mix, Not Branding' [in] Asian Journal of Business and Management Sciences. Asian Journal of Business and Management Sciences 2012;**1**:43-52.http://www.ajbms.org/journal_abstract.php?c_id=130

28

Buera FJ, Kaboski JP. 'The Rise of the Service Economy' [in] NBER Working Paper Series. NBER Working Paper Series Published Online First: 2009.<https://search.proquest.com/docview/1689323798/93B69C2758684D44PQ/1?accountid=10792>

29

Kioumars Paryani, Ali Masoudi, Elizabeth A Cudney. 'QFD Application in the Hospitality Industry: A Hotel Case Study' [in] The Quality Management Journal. The Quality Management Journal 2010;**17**:7-28.<https://search.proquest.com/docview/213609903/fulltext/1FDFA72A8515431FPQ/5?accountid=10792>

30

Baran Z, Yıldız MS. 'Quality Function Deployment and Application on a Fast Food Restaurant' [in] International Journal of Business and Social Science. International Journal of Business and Social Science 2015;**6**:122-31.<http://ijbssnet.com/journal/index/3265>