

BEMM772

Hospitality Service Management

View Online



1.

Management - LibGuides at University of Exeter [Internet]. Available from:
<http://libguides.exeter.ac.uk/ManagementHomePage>

2.

Dale BG. Managing Quality: An Essential Guide and Resource Gateway [Internet]. Sixth edition. 2016. Available from:
<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 [Internet]. 2013. Available from:
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 [Internet]. Routledge; 2012. Available from: https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991004785949707446&context=L&vid=44UOEX_INST:default

9.

Oakland JS. Total Organizational Excellence [Internet]. Routledge; 2001. Available from: 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 [Internet]. Fourth Edition. 2013. Available from: <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 [Internet]. Butterworth-Heinemann; 1999. Available from: <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 [Internet]. Harlow: Financial Times Prentice Hall; 2006. Available from: https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991015493339707446&context=L&vid=44UOEX_INST:default

17.

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

18.

The Service Industries Journal. London: Frank Cass; 1993; Available from: https://exeter.primo.exlibrisgroup.com/discovery/fulldisplay?docid=alma991012470519707446&context=L&vid=44UOEX_INST:default

19.

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

20.

International Journal of Contemporary Hospitality Management. Available from:
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 [Internet]. McGraw Hill Professional; 2011. Available from:
<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 [Internet].

Available from:

<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 [Internet]. 2012;1(11):43-52. Available from: 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 [Internet]. Cambridge: National Bureau of Economic Research, Inc.; 2009;(3). Available from: <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 [Internet]. 2010;17(1):7-28. Available from: <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 [Internet]. 2015;6(9):122-131. Available from: <http://ijbssnet.com/journal/index/3265>