# BEMM772

Hospitality Service Management



1.

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

# 2.

Dale, B. G. Managing Quality: An Essential Guide and Resource Gateway. (2016).

# З.

Gronroos, C. Service Management and Marketing: Customer Management in Service Competition. (John Wiley & Sons, 2015).

# 4.

Jones, P. & Merricks, P. The Management of Foodservice Operations. (Cassell, 1994).

#### 5.

Kandampully, J. Service Quality Management in Hospitality, Tourism, and Leisure. (2013).

6.

King, J. H. & Cichy, R. F. Managing for Quality in the Hospitality Industry. (Pearson Prentice Hall, 2006).

Lockwood, A., Baker, M. J. & Ghillyer, A. Quality Management in Hospitality: Best Practice in Action. (Cassell, 1996).

8.

Mudie, P. Services Marketing Management. (Routledge, 2012).

9.

Oakland, J. S. Total Organizational Excellence. (Routledge, 2001).

10.

Oakland, J. S. Total Quality Management and Operational Excellence: Text with Cases. (2013).

11.

Olsen, M. D., Teare, R. & Gummesson, E. Service Quality in Hospitality Organizations. (Cassell, 1996).

12.

Palmer, A. Principles of Services Marketing. (McGraw Hill Education/Higher Education, 2014).

13.

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

14.

Oakland, J. S. Total Quality Management: Text with Cases. (Elsevier Butterworth-Heinemann, 2003).

Pilbeam, S. & Corbridge, M. People Resourcing and Talent Planning: HRM in Practice. (Financial Times Prentice Hall, 2010).

16.

Beech, J. G. & Chadwick, S. The Business of Tourism Management. (Financial Times Prentice Hall, 2006).

17.

Cornell Hospitality Quarterly.

18.

The Service Industries Journal. (1993).

19.

International Journal of Hospitality Management.

20.

International Journal of Contemporary Hospitality Management.

21.

Ford, R. C., Heaton, C. P. & Sturman, M. C. Managing Quality Service in Hospitality: How Organizations Achieve Excellence in the Guest Experience. (Delmar Cengage Learning, 2012).

22.

Gronroos, C. Service Management and Marketing: Customer Management in Service Competition. (John Wiley & Sons, 2015).

Pilbeam, S. & Corbridge, M. People Resourcing and Talent Planning: HRM in Practice. (Financial Times Prentice Hall, 2010).

# 24.

George, M. L. Lean Six Sigma for Service: How to Use Lean Speed and Six Sigma Quality to Improve Services and Transactions. (McGraw Hill Professional, 2011).

# 25.

Woods, R. H. & King, J. Z. Quality Leadership and Management in the Hospitality Industry. (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-sm es-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 1, 43–52 (2012).

#### 28.

Buera, F. J. & Kaboski, J. P. 'The Rise of the Service Economy' [in] NBER Working Paper Series. NBER Working Paper Series (2009).

#### 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 **17**, 7–28 (2010).

Baran, Z. & Yıldız, M. S. '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 **6**, 122–131 (2015).