Welcome to the second issue of Hospitality Resources: a resource alert for hospitality staff and students based at the Regency Campus.

The resources listed in this alert have been compiled from recent hospitality-related online journals/databases, and divided into relevant subject areas to assist with your teaching/learning.

If you would like any additional subject areas covered, please let me know and I will add them.

General Library Information

Library Website: [https://tafesa.spydus.com](https://tafesa.spydus.com)

Log in via the Login link on the top-right of the screen to view your current loans, renew items, access some of the databases etc. Your borrower ID is your staff ID number (for TAFE SA staff— it’s your old ID), and your PIN is the last 4 digits of that number. Please speak with Library staff if there are any problems.

Tours/Information Literacy bookings:
The Library takes bookings for library tours or longer library information literacy sessions all year. Here’s a summary of what we offer:

- Library tour: 15-20 minutes long, showing the students the lapsafe (if relevant), library facilities and how to use the library catalogue
- Information Literacy: includes the library tour and library catalogue use, but provides students with some more detailed information on the use of the library catalogue (including streaming videos, e-books etc.) and online databases. We can also tailor the session to your needs. These sessions can run for 1 or 2 hours.

We can also provide these sessions by appointment to staff, so if you want to know more about any of our resources please book a time with me via e-mail.
E-Resources: Access Details

The information below contains the login information for TAFE SA’s online library resources related to hospitality. Please see library staff if you require more information.

- **Cornell Hospitality Quarterly**
  - [http://journals.sagepub.com/home/cqx](http://journals.sagepub.com/home/cqx)
  - Online access available on Regency campus
  - *(Please contact Regency Library staff for off campus access)*

- **Emerald**
  - Access via [https://tafesa.spydus.com](https://tafesa.spydus.com)
  - Click on Login then enter **Borrower ID:** your ID number **PIN:** (Students) date of birth DDMM, (Staff) last 4 digits of ID number
  - Click on Databases and select Emerald

- **Hotel Business Review (Hotel Executive)**
  - [http://www.hotelexecutive.com](http://www.hotelexecutive.com)
  - *(Please contact Regency Library staff for login details)*

- **Institute of Hospitality (available to all Regency Campus students, and select staff)**
  - [http://www.instituteofhospitality.org](http://www.instituteofhospitality.org)
  - *(Please contact Regency Library staff for login details)*

- **Journal of Hospitality Marketing & Management**
  - [http://www.tandfonline.com/toc/whmm20/current](http://www.tandfonline.com/toc/whmm20/current)
  - Online access available on Regency campus
  - *(Please contact Regency Library staff for login details)*

- **Journal of Human Resources in Hospitality & Tourism**
  - [http://www.tandfonline.com/toc/whrh20/current](http://www.tandfonline.com/toc/whrh20/current)
  - Online access available on Regency campus
  - *(Please contact Regency Library staff for login details)*

- **ScienceDirect**
  - [http://www.sciencedirect.com](http://www.sciencedirect.com)
  - Online access available on campus
  - *(Please contact Regency Library staff for off campus access)*
# Resources

<table>
<thead>
<tr>
<th>Accounting/Financial Management/Revenue Management</th>
</tr>
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</table>
| **Title:** Can revenue management be integrated with customer relationship management?  
**Year:** 2019  
**Author:** Basak Denizci Guillet, Xinchen Shi  
**URL:** [https://doi.org/10.1108/IJCHM-01-2018-0039](https://doi.org/10.1108/IJCHM-01-2018-0039)  
**Source:** International Journal of Contemporary Hospitality Management, Vol. 31 Issue: 2, pp.978-997 (Accessible via Emerald)  
**Abstract:** The purpose of this study is to understand how and to what extent Hong Kong hotels have integrated customer relationship management (CRM) into their revenue management (RM) practices at individual customer level. |
| **Title:** Manager perceptions of big data reliability in hotel revenue management decision making  
**Year:** 2019  
**Author:** David Egan, Natalie Claire Haynes  
**Source:** International Journal of Quality & Reliability Management, Vol. 36 Issue: 1, pp.25-39 (Accessible via Emerald)  
**URL:** [https://doi.org/10.1108/IJQRM-02-2018-0056](https://doi.org/10.1108/IJQRM-02-2018-0056)  
**Abstract:** The purpose of this paper is to investigate the perceptions that managers have of the value and reliability of using big data to make hotel revenue management and pricing decisions. |
| **Title:** Economic policy uncertainty and hotel operating performance  
**Year:** 2019  
**Author:** Melih Madanoglu, Ozgur Ozdemir  
**Source:** Tourism Management, Volume 71, April 2019, Pages 443-452 (Accessible via ScienceDirect)  
**URL:** [https://doi.org/10.1016/j.tourman.2018.10.012](https://doi.org/10.1016/j.tourman.2018.10.012)  
**Abstract:** The impact of policy-related economic uncertainty on hotel operating performance is investigated  
* Economic policy uncertainty index and STR’s property-level hotel data are used for data analysis  
* Three operating performance measures are used: Occupancy rate, ADR, and RevPAR.  GEE method is used for estimations  
* Increase in contemporaneous policy-related economic uncertainty leads to decreases in the future occupancy, ADR and RevPAR  
* Negative effect of economic policy uncertainty on performance is less severe for owner-operated hotels and luxury hotels |
| **Title:** Hotel revenue management 101: strategies to boost your topline revenue by 20-30%  
**Year:** -  
**Author:** SiteMinder  
**Source:** SiteMinder  
**Abstract:** Now, more than ever, revenue management is the cornerstone of running a successful, profitable, hotel. The increase in available data and ways to track and analyse it may seem like it has complicated the industry, but it also provides a wealth of new opportunities for your business to turn a profit. |
<table>
<thead>
<tr>
<th>Corporate Responsibility</th>
</tr>
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</table>
| **Title:** The impacts of corporate social responsibility on organization citizenship behavior and task performance in hospitality: A sequential mediation model  
**Year:** 2019  
**Author:** Jie He, Hao Zhang, Alastair M. Morrison  
**Source:** International Journal of Contemporary Hospitality Management (Accessible via Emerald)  
**URL:** [https://doi.org/10.1108/IJCHM-05-2018-0378](https://doi.org/10.1108/IJCHM-05-2018-0378)  
**Abstract:** This paper aims to explore the impacts of corporate social responsibility (CSR) on employee organizational citizenship behavior (OCB) and task performance in hospitality.  

| **Title:** Corporate social responsibility, ambidextrous leadership, and service excellence  
**Year:** 2019  
**Author:** Tuan Luu, Viet Le, Eryadi Masli, Diana Rajendran  
**Source:** Marketing Intelligence & Planning (Accessible via Emerald)  
**URL:** [https://doi.org/10.1108/MIP-05-2018-0157](https://doi.org/10.1108/MIP-05-2018-0157)  
**Abstract:** The purpose of this paper is to delve into the interactive effects of corporate social responsibility (CSR) and ambidextrous leadership on customer-oriented organizational citizenship behavior (customer-oriented OCB) and service recovery performance among tourism industry workers.  

| **Title:** What corporate responsibility is—and isn’t  
**Year:** 2019  
**Author:** Weidenbener, Lesley  
**Source:** Indianapolis Business Journal, 40(3), p. 16 (Accessible via Institute of Hospitality- if you don’t have a staff login and want a copy of this, please let me know and I’ll provide a copy)  
**Abstract:** An interview with Amrou Awaysheh, assistant professor of operations management at the Indiana University Kelley School of Business in Indiana, is presented. He discusses the components and elements of the term **corporate** social **responsibility**. Awaysheh explains the factors that motivate companies to become more socially responsible. He also mentions the risks when companies will decide to get involved in public-policy issue or politics.
<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th>Is consumer forgiveness possible?: Examining rumination and distraction in hotel service failures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Year</strong></td>
<td>2019</td>
</tr>
<tr>
<td><strong>Author</strong></td>
<td>JungYun (Christine) Hur, SooCheong (Shawn) Jang</td>
</tr>
<tr>
<td><strong>Source</strong></td>
<td>International Journal of Contemporary Hospitality Management (Accessible via Emerald)</td>
</tr>
<tr>
<td><strong>URL</strong></td>
<td><a href="https://doi.org/10.1108/IJCHM-07-2017-0395">https://doi.org/10.1108/IJCHM-07-2017-0395</a></td>
</tr>
<tr>
<td><strong>Abstract</strong></td>
<td>This study aims to investigate how consumer forgiveness is formed by examining rumination and distraction by consumers in hotel service failures.</td>
</tr>
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<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th>Transformational leadership and restaurant employee’s customer-oriented behaviours: The mediating role of organizational social capital and work engagement</th>
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<tbody>
<tr>
<td><strong>Year</strong></td>
<td>2019</td>
</tr>
<tr>
<td><strong>Author</strong></td>
<td>Ahmed Mohammed Sayed Mostafa</td>
</tr>
<tr>
<td><strong>Source</strong></td>
<td>International Journal of Contemporary Hospitality Management (Accessible via Emerald)</td>
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<tr>
<td><strong>URL</strong></td>
<td><a href="https://doi.org/10.1108/IJCHM-02-2018-0123">https://doi.org/10.1108/IJCHM-02-2018-0123</a></td>
</tr>
<tr>
<td><strong>Abstract</strong></td>
<td>This study aims to propose and test a sequential mediation model in which transformational leadership engenders organizational social capital (OSC), which, in turn, enhances customer-oriented behaviours through work engagement.</td>
</tr>
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<table>
<thead>
<tr>
<th><strong>Title</strong></th>
<th>The social servicescape: understanding the effects in the full-service hotel industry</th>
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<tbody>
<tr>
<td><strong>Year</strong></td>
<td>2019</td>
</tr>
<tr>
<td><strong>Author</strong></td>
<td>Nathaniel Discepoli Line, Lydia Hanks</td>
</tr>
<tr>
<td><strong>Source</strong></td>
<td>International Journal of Contemporary Hospitality Management, Vol. 31 Issue: 2, pp.753-770 (Accessible via Emerald)</td>
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<tr>
<td><strong>URL</strong></td>
<td><a href="https://doi.org/10.1108/IJCHM-11-2017-0722">https://doi.org/10.1108/IJCHM-11-2017-0722</a></td>
</tr>
<tr>
<td><strong>Abstract</strong></td>
<td>Understanding how other customers affect hotel consumption behavior is an important topic in the hospitality literature. While existing research has typically explored the effects of active interactions among consumers, this study aims to better understand the effects of passive interactions. Accordingly, this research conceptualizes the hotel social servicescape as a function of the mere presence of the other social actors that occupy the hotel’s shared consumption space.</td>
</tr>
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<tr>
<th><strong>Title</strong></th>
<th>Returning good for evil: A study of customer incivility and extra-role customer service</th>
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<tbody>
<tr>
<td><strong>Year</strong></td>
<td>2019</td>
</tr>
<tr>
<td><strong>Author</strong></td>
<td>Julie N.Y.Zhu, Long W.Lam, Jennifer Y.M.Lai</td>
</tr>
<tr>
<td><strong>Source</strong></td>
<td>International Journal of Hospitality Management, Volume 81, August 2019, Pages 65-72 (Accessible via ScienceDirect)</td>
</tr>
<tr>
<td><strong>URL</strong></td>
<td><a href="https://doi.org/10.1016/j.ijhm.2019.03.004">https://doi.org/10.1016/j.ijhm.2019.03.004</a></td>
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<tr>
<td><strong>Abstract</strong></td>
<td>This study investigates the conditions under which service employees can react positively after encountering customer incivility. Building on the work engagement theory, we hypothesize that customer incivility interacts with workplace social support (i.e., perceived supervisor and co-worker support) to influence work engagement, which in turn leads to extra-role customer service.</td>
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<tr>
<th><strong>Title</strong></th>
<th>Job crafting and customer service behaviors in the hospitality industry: Mediating effect of job passion</th>
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<tr>
<td><strong>Year</strong></td>
<td>2019</td>
</tr>
<tr>
<td><strong>Author</strong></td>
<td>Hsiu-Yu Teng</td>
</tr>
<tr>
<td><strong>Source</strong></td>
<td>International Journal of Hospitality Management, Volume 81, August 2019, Pages 34-42 (Accessible via ScienceDirect)</td>
</tr>
<tr>
<td><strong>URL</strong></td>
<td><a href="https://doi.org/10.1016/j.ijhm.2019.03.013">https://doi.org/10.1016/j.ijhm.2019.03.013</a></td>
</tr>
<tr>
<td><strong>Abstract</strong></td>
<td>Customer service behaviors play a critical role in determining customer satisfaction. However, studies examining how employees’ job crafting affects customer service behaviors are scant. The objective of this study is to examine the effect of job crafting on customer service behaviors and to clarify the mediating role of job passion.</td>
</tr>
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</table>
### Entrepreneurship

<table>
<thead>
<tr>
<th>Title: Entrepreneurial approaches to the internationalisation of Portugal’s hotel industry</th>
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<tbody>
<tr>
<td><strong>Year:</strong> 2019</td>
</tr>
<tr>
<td><strong>Author:</strong> Ricardo J.C. de Correia, Jorge Lengler, Asad Mohsin</td>
</tr>
<tr>
<td><strong>Source:</strong> International Journal of Contemporary Hospitality Management (Accessible via Emerald)</td>
</tr>
<tr>
<td><strong>URL:</strong> <a href="https://doi.org/10.1108/IJCHM-09-2017-0567">https://doi.org/10.1108/IJCHM-09-2017-0567</a></td>
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<tr>
<td><strong>Abstract:</strong> The purpose of this study is to assess motivational factors in the internationalisation of Portuguese hotel firms.</td>
</tr>
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<tr>
<th>Title: High-Performance Human Resource Practices and Firm Performance: Mediating Effect of Corporate Entrepreneurship</th>
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<tbody>
<tr>
<td><strong>Year:</strong> 2019</td>
</tr>
<tr>
<td><strong>Author:</strong> Hanci-Donmez, T &amp; Karacay, G</td>
</tr>
<tr>
<td><strong>Source:</strong> International Journal of Organizational Leadership, vol. 8, no. 1, pp. 63–77 (Accessible via Institute of Hospitality- if you don’t have a staff login and want a copy of this, please let me know and I’ll provide a copy)</td>
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<tr>
<td><strong>Abstract:</strong> Corporate entrepreneurship (CE) positively affects growth and profitability of organizations by providing competitive advantage over innovation driven technological transformations and intense global competition. CE activities have an elevator role on company performance via adoption of a change-oriented structure and development of new products, processes and services. High performance human resource practices (HPHRPs) help to boost both intra-firm level entrepreneurial behavior, and also organizational outcomes. When combined with the influential effect of corporate entrepreneurship activities, HPHRPs support achievement of better organizational performance. In this study, a selected group of HPHRPs was assessed for their possible direct and indirect effects on firm performance. Moreover, the possible mediation effect of CE activities in this relationship was examined.</td>
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<table>
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<tr>
<th>Title: Motivations for entrepreneurship in the tourism and hospitality sector: A social cognitive theory perspective</th>
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<tbody>
<tr>
<td><strong>Year:</strong> 2019</td>
</tr>
<tr>
<td><strong>Author:</strong> Sha Wang, Kam Hung, Wei-Jue Huang</td>
</tr>
<tr>
<td><strong>Source:</strong> International Journal of Hospitality Management, Volume 78, April 2019, Pages 78-88 (Accessible via ScienceDirect)</td>
</tr>
<tr>
<td><strong>URL:</strong> <a href="https://doi.org/10.1016/j.ijhm.2018.11.018">https://doi.org/10.1016/j.ijhm.2018.11.018</a></td>
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<tr>
<td><strong>Abstract:</strong> A critical examination of the literature suggests that further work is needed to understand the relationship between small tourism and hospitality businesses and their external social-economic environments. In particular, the nature of personal and environmental factors influencing tourism entrepreneurship remains unknown. Focusing on one type of small business, guest houses, this study aims to examine entrepreneurs’ motivations from a dynamic perspective and explore the nature of personal and environmental factors affecting motivations for entrepreneurship.</td>
</tr>
</tbody>
</table>
### Event Management

| Title: The emerging smart event experience: an interpretative phenomenological analysis  
Year: 2019  
Author: John Richard Thomas Bustard, Peter Bolan, Adrian Devine, Karise Hutchinson  
Source: Tourism Review, Vol. 74 Issue: 1, pp.116-128 (Accessible via Emerald)  
URL: [https://doi.org/10.1108/TR-10-2017-0156](https://doi.org/10.1108/TR-10-2017-0156)  
Abstract: The use of “special events” as an attractor for destinations in the smart tourism paradigm has been suggested as one element of an effective destination strategy. This study aims to create new understandings of this potentiality by exploring an event from a participant perspective in smart tourism contexts by creating a model integrating factors impacting the smart event experience. |
| --- |
| Title: Social media as a marketing tool for events  
Year: 2019  
Author: Ayman Abdo Harb, Deborah Fowler, Hyo Jung (Julie) Chang, Shane C. Blum, Wejdan Alakaleek  
Source: Journal of Hospitality and Tourism Technology, Vol. 10 Issue: 1, pp.28-44 (Accessible via Emerald)  
URL: [https://doi.org/10.1108/JHTT-03-2017-0027](https://doi.org/10.1108/JHTT-03-2017-0027)  
Abstract: This study relied on the Theory of Planned Behavior (TPB) to assess factors that affected event fans’ decisions regarding their intention to attend events by using social network websites. The purpose of this study is to examine the impact of event fans’ attitudes, subjective norms and perceived behavioral control on their intentions to go to events based on social networking sites (SNSs) marketing. In addition, the researchers examined the impact of perceived enjoyment on event fans’ attitudes towards events pages on SNS. |
| Title: Stakeholder Engagement in Event Planning: A Case Study of One Rural Community’s Process  
Year: 2019  
Author: JORDAN, T, GIBSON, F, STINNETT, B & HOWARD, D  
Source: Event Management, vol. 23, no. 1, pp. 61–74 (Accessible via Institute of Hospitality - if you don’t have a staff login and want a copy of this, please let me know and I’ll provide a copy)  
Abstract: Stakeholder engagement attempts to develop partnerships in order to assist in problem solving and decision making. The case study attempts to understand how one rural community reengages corporate sponsors in the event planning process. Emphasis is placed on understanding the motives, benefits, and challenges associated with community engagement. Investigators used a case study methodology collecting data from event observations and key stakeholder interviews. |
<table>
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<tr>
<th>Food &amp; Beverage Management/Restaurant Management</th>
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</thead>
</table>
| **Title:** Building brand relationship for restaurants: an examination of other customers, brand image, trust, and restaurant attributes  
**Year:** 2019  
**Author:** Ezgi Erkmen, Murat Hancer  
**Source:** International Journal of Contemporary Hospitality Management (Accessible via Emerald)  
**URL:** [https://doi.org/10.1108/IJCHM-08-2017-0516](https://doi.org/10.1108/IJCHM-08-2017-0516)  
**Abstract:** The purpose of this study is to examine the role of other customers in explaining customers’ relation with a brand. A conceptual model, which incorporates other customers along with atmospherics, food quality and service quality, is proposed to better understand how customers form their brand preference for fine dining restaurants. |
| **Title:** An analysis of technology applications in the restaurant industry  
**Year:** 2019  
**Author:** Muhittin Cavusoglu  
**Source:** Journal of Hospitality and Tourism Technology Vol. 10 Issue: 1, pp.45-72 (Accessible via Emerald)  
**URL:** [https://doi.org/10.1108/JHTT-12-2017-0141](https://doi.org/10.1108/JHTT-12-2017-0141)  
**Abstract:** This study aims to examine the utilization of Front of House (FOH) and Back of House (BOH) technology applications in different types of US restaurants along with their level of IT management and explore the importance of these technology applications to restaurant operations. |
| **Title:** Position Effects of Menu Item Displays in Consumer Choices: Comparisons of Horizontal Versus Vertical Displays  
**Year:** 2019  
**Author:** Kim, J., Hwang, E., Park, J., Lee, J. C., & Park, J.  
**Source:** Cornell Hospitality Quarterly, 60(2), 116–124.  
**URL:** [https://doi.org/10.1177/1938965518778234](https://doi.org/10.1177/1938965518778234)  
**Abstract:** Consumers typically make choices based on a menu that lists a variety of food items. Prior research has shown that the position of food items within a menu (center vs. edge) can impact choices (e.g., edge preference and edge aversion). This research extends the literature by demonstrating that the display format of a menu (horizontal vs. vertical displays) can determine the relative impact of these influences. |
**Title:** Assessing hotel readiness to offer local cuisines: a clustering approach  
**Year:** 2019  
**Author:** Alberta Bondzi-Simpson, Julian K. Ayeh  
**Source:** International Journal of Contemporary Hospitality Management, Vol. 31 Issue: 2, pp.998-1020 (Accessible via Emerald)  
**URL:** [https://doi.org/10.1108/IJCHM-12-2017-0820](https://doi.org/10.1108/IJCHM-12-2017-0820)  
**Abstract:** The purpose of this paper is to assess the organisational readiness of small and medium scaled hotels to serve indigenous local cuisines and to segment the hotel properties for gastronomic tourism campaigning and destination marketing aims. The study also explores how the concept of organisational readiness relates to menu decision makers’ intentions, perceived benefits and organisational characteristics.

**Title:** Small winery-restaurant relationship building: challenges and opportunities  
**Year:** 2019  
**Author:** Natalia Velikova, Bonnie Canziani, Helena Williams  
**Source:** International Journal of Wine Business Research (Accessible via Emerald)  
**URL:** [https://doi.org/10.1108/IJWBR-07-2018-0038](https://doi.org/10.1108/IJWBR-07-2018-0038)  
**Abstract:** Wine is an important profit center for restaurants. The purpose of this paper is to address some of the challenges and opportunities at the nexus of wine and hospitality, with an eye on relationship building between smaller wineries and dining establishments.

**Title:** Food tourism and regional development: A systematic literature review  
**Year:** 2019  
**Author:** Rachão, S, Breda, Z, Fernandes, C & Joukes, V  
**Source:** European Journal of Tourism Research, vol. 21, pp. 33–49 (Accessible via Institute of Hospitality- if you don’t have a staff login and want a copy of this, please let me know and I’ll provide a copy)  
**Abstract:** Using food as a differentiating asset of destinations and its potential in influencing tourists’ travel decisions is being much discussed in academia. Different countries use distinct terms to relate food to tourism. Concepts such as culinary tourism, food tourism and gastronomy tourism are used interchangeably. This paper aims to explore regional innovation strategies based on food and tourism and on how they can contribute to destination management.

**Title:** Impacts of authenticity, degree of adaptation and cultural contrast on travelers’ memorable gastronomy experiences  
**Year:** 2019  
**Author:** Carmen Antón, Carmen Camarero, Marta Laguna & Dimitrios Buhalis  
**Source:** Journal of Hospitality Marketing & Management  
**URL:** [https://doi.org/10.1080/19368623.2019.1564106](https://doi.org/10.1080/19368623.2019.1564106)  
**Abstract:** Gastronomy is an essential component of the travel experience and is becoming one of the “best things to do” in many destinations. Impressions gained from local food coupled with tourists’ attitudes can influence the living experience. This paper analyses the extent to which the perceived authenticity of local food, the degree of adaptation and cultural contrast determine memorable tourist experiences.

**Title:** Cooking-Science-Communication (CSC): The ideal trident to enjoy the dining experience  
**Year:** 2019  
**Author:** José Lucas, Pérez-Lloréns  
**Source:** International Journal Of Gastronomy and Food Science, Volume 16, July 2019 (Accessible via ScienceDirect)  
**URL:** [https://doi.org/10.1016/j.ijgfs.2019.100134](https://doi.org/10.1016/j.ijgfs.2019.100134)  
**Abstract:** Cooking emerged much earlier than science in the history of mankind. Although from the 17th century there were some pioneering initiatives in linking cooking and science, it was not until the late seventies-early eighties of the 20th century that science was applied to cooking, especially in the creative or modernist cuisine. The starting point was the so-called Molecular Gastronomy coined by Kurti and This, as well as the pioneering book by McGee, On Food and Cooking. From there, collaborative work between chefs and scientists has become more commonplace and many renowned restaurants have their own gastronomic laboratories.
Title: From expert knowledge and sensory science to a general model of food and beverage pairing with wine and beer  
Year: 2019  
Author: A. Eschevins, A. Giboreau, P. Julien and C. Dacremont  
Source: International Journal of Gastronomy and Food Science (accessible via ScienceDirect)  
URL: https://doi.org/10.1016/j.ijgfs.2019.100144  
Abstract: Pairing food and beverages is a traditional practice in French gastronomy. Culinary literature provides recommendations in terms of food and beverage pairing but identifying general strategies to create a match is still difficult. This work aims at identifying what makes a match between food and beverage according to experts and at investigating whether explanations are domain-specific or generalizable.
<table>
<thead>
<tr>
<th>Title</th>
<th>Examining consumers’ luxury hotel stay repurchase intentions-incorporating a luxury hotel brand attachment variable into a luxury consumption value model</th>
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<tbody>
<tr>
<td>Year</td>
<td>2019</td>
</tr>
<tr>
<td>Author</td>
<td>Norman Peng, Annie Chen</td>
</tr>
<tr>
<td>Source</td>
<td>International Journal of Contemporary Hospitality Management (Accessible via Emerald)</td>
</tr>
<tr>
<td>Abstract</td>
<td>Luxury consumption research has focused more on the consumers of goods than services, despite the trend that consumers are more interested in luxury services, such as luxury hospitality services, than ever before. Additionally, the results regarding the factors that can influence consumers’ luxury service product purchase intentions can be further tested. The purpose of this research is to examine the factors that contribute to consumers' luxury hotel stay repurchase intentions, to further develop the luxury hospitality service consumption literature and to identify implications for practitioners to consider.</td>
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<thead>
<tr>
<th>Title</th>
<th>Effects of service experience on customer responses to a hotel chain</th>
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<tbody>
<tr>
<td>Year</td>
<td>2019</td>
</tr>
<tr>
<td>Author</td>
<td>Rafael Bravo, Eva Martinez, Jose M. Pina</td>
</tr>
<tr>
<td>URL</td>
<td><a href="https://doi.org/10.1108/IJCHM-09-2017-0569">https://doi.org/10.1108/IJCHM-09-2017-0569</a></td>
</tr>
<tr>
<td>Abstract</td>
<td>This paper aims to analyse customer experience in a hotel and its impact on customer attitudes to both the individual hotel and the hotel chain. Specifically, the study focuses on the effects of service perceptions on emotions, satisfaction, attitude to hotel chain, intention to return, skepticism towards negative information and Word of Mouth (WOM).</td>
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<tr>
<th>Title</th>
<th>Hotels’ online reputation management: benefits perceived by managers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year</td>
<td>2019</td>
</tr>
<tr>
<td>Author</td>
<td>Javier Perez-Aranda, María Vallespín, Sebastian Molinillo</td>
</tr>
<tr>
<td>Source</td>
<td>International Journal of Contemporary Hospitality Management, Vol. 31 Issue: 2, pp.615-632 (Accessible via Emerald)</td>
</tr>
<tr>
<td>URL</td>
<td><a href="https://doi.org/10.1108/IJCHM-07-2017-0460">https://doi.org/10.1108/IJCHM-07-2017-0460</a></td>
</tr>
<tr>
<td>Abstract</td>
<td>This study aims to develop a measurement model to help hotels manage their reputation within the context of online reviews and ratings platforms and evaluate the impact of this reputation management on the benefits derived by the hotels, as perceived by their managers.</td>
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<tr>
<th>Title</th>
<th>The impact of religious freedom laws on destination image</th>
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<tr>
<td>Year</td>
<td>2018</td>
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<tr>
<td>Author</td>
<td>Eric D. Olson, Heeyle (Jason) Park</td>
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<tr>
<td>Source</td>
<td>Cornell Hospitality Quarterly</td>
</tr>
<tr>
<td>URL</td>
<td><a href="https://doi.org/10.1177/1938965518815659">https://doi.org/10.1177/1938965518815659</a></td>
</tr>
<tr>
<td>Abstract</td>
<td>Religious Freedom Laws (RFL), aimed at prohibiting laws that burden a person’s freedom of religion, have become a source of contention in the United States. Drawing on boycott literature, this article tested a structural model involving five constructs: egregiousness, lesbian/gay/bisexual/transgender (LGBT) support, self-enhancement, boycott, and destination image. A three-path mediation model was adopted to explore how the tourist's perception of egregiousness against RFL leads to a destination boycott decision via LGBT support and self-enhancement.</td>
</tr>
</tbody>
</table>
| Title: Guest Satisfaction: A Comparative Study of Hotel Employees’ and Guests’ Perceptions  
Year: 2019  
Author: Hussain, S & Khanna, K  
Source: *International Journal of Hospitality & Tourism Systems*, vol. 12, no. 1, pp. 83–93 (Accessible via Institute of Hospitality- if you don’t have a staff login and want a copy of this, please let me know and I’ll provide a copy)  
Abstract: The paper has twofold objectives - to assess the level of Guest Satisfaction in the 5 Star Deluxe Hotels located in Delhi and to explore the gaps between the hotel employees' and hotel guests' perception of quality and satisfaction with regard to service and product. |
|---|
| Title: Determinants of hotel guests’ service experiences: an examination of differences between lifestyle and traditional hotels  
Year: 2019  
Author: Jooa Baek, Yeongbae Choe & Chihyung Michael Ok  
Source: *Journal of Hospitality Marketing & Management*  
URL: [https://doi.org/10.1080/19368623.2019.1580173](https://doi.org/10.1080/19368623.2019.1580173)  
Abstract: This study explores hotel guest service experiences by analyzing online reviews using big data analytics. |
| Title: What do hotel customers complain about? Text analysis using structural topic model  
Year: 2019  
Author: Nan Hu, Ting Zhang, Baojun Gao, Indranil Bose  
Source: *Tourism Management*, Volume 72, June 2019, Pages 417-426 (Accessible via ScienceDirect)  
URL: [https://doi.org/10.1016/j.tourman.2019.01.002](https://doi.org/10.1016/j.tourman.2019.01.002)  
Abstract: The ability to understand the causes of customers' complaints is critical for hotels to improve their service quality, customer satisfaction, and revenue. This study adopts a novel structural topic model text analysis method to analyze 27,864 hotel reviews in New York City, and show that it leads to improved inference on consumer dissatisfaction. |

**Hospitality (General)**

| Title: Hospitality innovation strategies: an analysis of success factors and challenges  
Year: 2019  
Author: Carlos Martin-Rios and Teofil Ciobanu  
Source: *Tourism Management* Volume 70, February 2019, Pages 218-229 (Accessible via ScienceDirect)  
URL: [https://doi.org/10.1016/j.tourman.2018.08.018](https://doi.org/10.1016/j.tourman.2018.08.018)  
Abstract: Innovation in hospitality has attracted considerable interest, partly because its processes and activities are so diverse, and partly because its impact on performance is still a puzzle. This study proposes a comprehensive theoretical model that reviews combinations of technological and non-technological innovation and the interrelation between different innovation strategies that contribute to generating competitive advantages. |
Hotel/Restaurant design

<table>
<thead>
<tr>
<th>Title: A building’s design quality: measuring the esoteric</th>
<th>Year: 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author: Dina Marie Zemke, Yun Ying Zhong, Carola Raab</td>
<td>Source: Property Management, Vol. 37 Issue: 1, pp.97-114 (Accessible via Emerald)</td>
</tr>
<tr>
<td>URL: <a href="https://doi.org/10.1108/PM-12-2017-0068">https://doi.org/10.1108/PM-12-2017-0068</a></td>
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<tr>
<td>Abstract: Firms that serve customers in the service environment rely on a well-designed servicescape. This is particularly true in the hotel industry, where the hotel’s design is an important part of the product mix. However, despite design’s importance, there is no common instrument available to measure hotel design quality. The purpose of this paper is to present a quantitative method, the Design Quality Indicator, to measure guests’ evaluations of hotel design quality.</td>
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<table>
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<tr>
<th>Title: The Value of Location for Urban Hotels</th>
<th>Year: 2019</th>
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<tbody>
<tr>
<td>URL: <a href="https://doi.org/10.1177/1938965518777725">https://doi.org/10.1177/1938965518777725</a></td>
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<tr>
<td>Abstract: This study finds that hotel location significantly contributes to the property market value. With a sample of more than 600 hotel sales transactions within the Chicago Metropolitan Statistical Area (MSA), the theory that properties located closer to the city center, that is, the Loop, carry market value premiums is tested and supported by the data.</td>
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<table>
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<tr>
<th>Title: What Are the Top Hotel Trends for 2019?</th>
<th>Year: 2019</th>
</tr>
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<tbody>
<tr>
<td>Author: -</td>
<td>Source: Western Hotelier, vol. 43, no. 1, pp. 50–51 (Accessible via Institute of Hospitality- if you don’t have a staff login and want a copy of this, please let me know and I’ll provide a copy)</td>
</tr>
<tr>
<td>Abstract: -</td>
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<tr>
<th>Title: The effect of atmosphere on customer engagement in upscale hotels: An application of S-O-R paradigm</th>
<th>Year: 2019</th>
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<tbody>
<tr>
<td>Author: Hyeyoon Choi and Jay Kandampully</td>
<td>Source: International Journal of Hospitality Management, Volume 77, January 2019, Pages 40-50 (Accessible via ScienceDirect)</td>
</tr>
<tr>
<td>URL: <a href="https://doi.org/10.1016/j.ijhm.2018.06.012">https://doi.org/10.1016/j.ijhm.2018.06.012</a></td>
<td></td>
</tr>
<tr>
<td>Abstract: Research suggests that atmosphere plays an important role in creating emotional connections between a hotel customer and the hotel and that these connections lead to improved customer satisfaction and customer engagement. The purpose of this research is to identify some of the atmosphere elements within a hotel that might enable customers to better engage with the hotel.</td>
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<tr>
<td><strong>Housekeeping/Ro</strong>oms</td>
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<td>------------------------</td>
<td></td>
</tr>
</tbody>
</table>
| **Title:** Towel reuse in hotels: importance of normative appeal designs  
**Year:** 2019  
**Author:** Stefan Gössling, Jorge E.Araña, J. Teresa Aguiar-Quintana  
**Source:** Tourism Management, Volume 70, February 2019, Pages 273-283 (Accessible via ScienceDirect)  
**URL:** [https://doi.org/10.1016/j.tourman.2018.08.027](https://doi.org/10.1016/j.tourman.2018.08.027)  
**Abstract:** Laundry is a major factor in hotel fresh water use. Pro-environmental appeals to encourage tourists to reuse towels and bed linen have received much attention in the literature, though findings have remained inconclusive. This paper presents the results of a large field experiment with 21,000 observations in seven hotels catering to the sun, sand & sea leisure tourism market in Gran Canaria, Spain. |
| **Title:** Measuring perceived cleanliness in service environments: Scale development and validation  
**Year:** 2019  
**Author:** Martijn C.Vos, Mirjam Galetzka, Mark P.Mobach, Markvan Hagen and Ad T.H.Pruyn  
**Source:** International Journal of Hospitality Management, Volume 83, Pages 11-18 (Accessible via ScienceDirect)  
**URL:** [https://doi.org/10.1016/j.ijhm.2019.04.005](https://doi.org/10.1016/j.ijhm.2019.04.005)  
**Abstract:** This paper identifies dimensions of perceived cleanliness and subsequently presents a scale for measuring perceived cleanliness in service environments. The cleanliness perceptions scale (CPS) is more comprehensive than existing scales, which focus on how customers perceive the cleanliness of specific interior elements, thereby ignoring other dimensions, including the aesthetic quality of a service environment. |
| **Title:** Modeling hotel room pricing: a multi-country analysis  
**Year:** 2019  
**Author:** Manuel Sánchez-Pérez, María D. Illescas-Manzano, Sergio Martínez-Puertas  
**Source:** International Journal of Hospitality Management, Volume 79, May 2019, Pages 89-99 (Accessible via ScienceDirect)  
**URL:** [https://doi.org/10.1016/j.ijhm.2018.12.014](https://doi.org/10.1016/j.ijhm.2018.12.014)  
**Abstract:** In the current tourism landscape, pricing decisions reemerge as a key concern for hoteliers. This study examines the impact of specific factors associated with hotels, customers’ experience, and competition on hotel pricing in different countries. Certain features of market behavior can distort expected prices, such as asymmetric information, differences in hotel categorization, hotels spatial concentration or electronic word-of-mouth (eWOM). In order to understand the determinants of pricing and to obtain a complete characterization of them, the present study applies quantile regression to the prices of a sample of 3800 hotels located in France, Spain, Italy and the United Kingdom. Results show the heterogeneity of the effects of hotel category, country location, eWOM and hotel competitive intensity across different price levels. Also, hotels concentration proves to have a generally positive effect on price, confirming positive effects of spatial concentration. |
| Title: How to facilitate hotel employees’ work engagement: the roles of leader-member exchange, role overload and job security  
Year: 2019  
Author: Levent Altinay, You-De Dai, Janet Chang, Chun-Han Lee, Wen-Long Zhuang, Ying-Chan Liu  
Source: International Journal of Contemporary Hospitality Management (Accessible via Emerald)  
URL: [https://doi.org/10.1108/IJCHM-10-2017-0613](https://doi.org/10.1108/IJCHM-10-2017-0613)  
Abstract: This study aims to explore the mediating effects of role overload and job security on the relationship between leader–member exchange and work engagement and simultaneously examines the impact of role overload on employees’ job security |
|---|
| Title: Ethical Management in the Hotel Sector: Creating an Authentic Work Experience for Workers with Intellectual Disabilities  
Year: 2019  
Author: Meacham, H, Cavanagh, J, Bartram, T & Laing, J  
Source: Journal of Business Ethics, vol. 155, no. 3, pp. 823–835 (Accessible via Institute of Hospitality- if you don’t have a staff login and want a copy of this, please let me know and I’ll provide a copy)  
Abstract: The study examines the employment experience of workers with intellectual disability (WWID) in the hotel sector in Australia. Through a qualitative case study, we interviewed managers and WWID, and held focus groups with supervisors and colleagues at three hotels. We have used the theoretical framework of corporate social responsibility to investigate HR practices that create an ethical climate which promote authentic work experiences for WWID. The study found that participative work practices provide evidence of how WWID fit in at the workplace. When workers are confronted with work-related anxieties, the pragmatic nature of existential authenticity becomes a reality. Our findings reveal that managing workers ethically can lead to more authentic work experiences. In turn, this may promote social inclusion of WWID and improve their reported well-being. |
| Title: Coping with emotional labor in high stress hospitality work environments  
Year: 2019  
Author: Mark Weiyii Teoh, Ying Wang & Anna Kwek  
Source: Journal of Hospitality Marketing & Management  
URL: [https://doi.org/10.1080/19368623.2019.1571979](https://doi.org/10.1080/19368623.2019.1571979)  
Abstract: Hospitality environments, particularly casino VIP rooms, are often overlooked as “high stress” work environments. Faced with challenging work situations, frontline employees experience tremendous emotional demands during interpersonal interactions. As this leads to emotional exhaustion, frontline employees must find ways of managing emotional labor through coping strategies to reduce its negative impacts. This research explores strategies that VIP room’s frontline employees use in coping with emotional demands. |
| Title: Human capital in the Dubai hotel industry: A study of four- and five-star hotels and the HR challenges they face  
Year: 2019  
Author: Anthony Brien, Angela Anthonisz & Dwi Suhartanto  
Source: Journal of Human Resources in Hospitality & Tourism  
URL: [https://doi.org/10.1080/15332845.2019.1558489](https://doi.org/10.1080/15332845.2019.1558489)  
Abstract: Dubai brands itself as an international leisure and business center and home to the luxury hotel market. While hotel growth has been, and continues to be rapid, little is known about hotel employees, their demographics or how they feel about working in this industry. This article reports the findings of what is the first review of Dubai hotel human capital, noting there are significant difference in workforce demographics to other countries, for example, it is male dominated, highly educated, and employees note positive levels of organizational social capital. It also highlights potential challenges going forward. |
Title: Managers from “Hell” in the hospitality industry: How do hospitality employees profile bad managers?
Year: 2019
Author: S. Kyle Hight, Trishna Gajjar, Fevzi Okumus
URL: https://doi.org/10.1016/j.ijhm.2018.06.018
Abstract: This study aimed to explore the perceived characteristics of “bad” managers working within the hospitality industry. By employing a grounded theory approach, 72 hospitality employees were interviewed and asked to describe the attributes and behaviors of a current or past bad manager. In addition, the respondents were asked about the root cause/s of the undesirable qualities described in the study. The research findings identified six themes relating to the attributes of bad managers: unprofessional, autocratic management style, poor leadership skills, unethical, poor operational and technical skills, and poor decision and delegation skills. In addition, perceptions of the root causes of bad managers were categorized into four themes: company culture and structure, personal characteristics, unqualified, and tenure and comfort zone. This is one of the first studies in the hospitality field to address bad managers’ attributes and why and how managers became bad managers. Specific theoretical and practical implication are provided.
**Marketing**

**Title:** The effect of nostalgia on hotel brand attachment  
**Year:** 2019  
**Author:** Yizhi Li, Can Lu, Vanja Bogicevic, Milos Bujisic  
**Source:** International Journal of Contemporary Hospitality Management, Vol. 31 Issue: 2, pp.691-717 (Accessible via Emerald)  
**URL:** [https://doi.org/10.1108/IJCHM-12-2017-0797](https://doi.org/10.1108/IJCHM-12-2017-0797)  
**Abstract:** The purpose of this study is to distinguish between two types of nostalgia, examine their effect on emotions and explore the relationships between nostalgic emotions evoked by past hotel experiences and consumers’ brand attachment and willingness-to-pay.

**Title:** Online relationship marketing and customer loyalty: a signaling theory perspective  
**Year:** 2019  
**Author:** Sheena Lovia Boateng  
**Source:** International Journal of Bank Marketing, Vol. 37 Issue: 1, pp.226-240 (Accessible via Emerald)  
**URL:** [https://doi.org/10.1108/IJBM-01-2018-0009](https://doi.org/10.1108/IJBM-01-2018-0009)  
**Abstract:** Online technologies have, in recent times, revolutionized the process of relationship building between firms and their customers. Nonetheless, there is a limited focus and theorization when it comes to explaining the link between online relationship marketing (ORM) activities and their impact on firm relationship marketing (RM) objectives. Thus, the purpose of this paper is to examine the signaling role of ORM activities in generating online trust and customer loyalty, through the lens of the signaling theory.

**Title:** Social media engagement and organic post effectiveness: A roadmap for increasing the effectiveness of social media use in hospitality industry  
**Year:** 2019  
**Author:** Gökhan Aydin  
**Source:** Journal of Hospitality Marketing & Management  
**URL:** [https://doi.org/10.1080/19368623.2019.1588824](https://doi.org/10.1080/19368623.2019.1588824)  
**Abstract:** The present study assessed the social media use behavior of luxury hospitality facilities and offers suggestions to improve organic post effectiveness.

**Title:** How hospitality brands grow: What hospitality marketers should know about Andrew Ehrenberg’s work (invited paper for ‘luminaries’ special issue of International Journal of Hospitality Management)  
**Year:** 2019  
**Author:** Michael Lynn  
**Source:** International Journal of Hospitality Management, Volume 76, Part B, January 2019, Pages 70-80 (Accessible via ScienceDirect)  
**URL:** [https://doi.org/10.1016/j.ijhm.2018.06.006](https://doi.org/10.1016/j.ijhm.2018.06.006)  
**Abstract:** Andrew Ehrenberg’s work challenges the emphasis that hospitality marketing practitioners, educators and academic researchers place on segmentation, targeting (especially of heavy users), positioning, and meaningful brand differentiation. However, few marketing practitioners and scholars in hospitality appear familiar with this work. This invited paper attempts to increase awareness and appreciation of Ehrenberg’s work as well as its relevance to and implications for hospitality marketing.
**Property, Safety, Security Management**

**Title:** Ask when--not if--a security breach will happen at your hotel  
**Year:** 2019  
**Author:** Arlotta, CJ  
**Source:** Hotel Business, vol. 28, no. 1, p. 48 (Accessible via Institute of Hospitality- if you don’t have a staff login and want a copy of this, please let me know and I’ll provide a copy)  
**Abstract:** The article offers a review of several executives including Greg Sparrow, Robert E. Braun, and Paige Boshell on hotel security. It mentions the recent cyber attack at Marriott International has many hoteliers wondering what are the legal and business risk associated with security attacks; and also mentions travel details and preferences can be coupled with other information to produce a fairly accurate portrait of the guest.
<table>
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<tr>
<th><strong>Sustainability</strong></th>
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| **Title:** Assessment of lean-green practices on the sustainable performance of hotel supply chains  
**Year:** 2019  
**Author:** Matloub Hussain, Raid Al-Aomar, Hussein Melhem  
**Source:** International Journal of Contemporary Hospitality Management (Accessible via Emerald)  
**URL:** [https://doi.org/10.1108/IJCHM-05-2018-0380](https://doi.org/10.1108/IJCHM-05-2018-0380)  
**Abstract:** The purpose of this paper is to empirically assess the impact of integrated lean and green practices on the sustainable (environmental, economic and social) performance of a hotel supply chain. |
| **Title:** Balancing the Green: How to assess the environment & the bottom line  
**Year:** 2019  
**Author:** Wallis, G  
**Source:** Hotel Business, vol. 28, no. 3, pp. 4–62 (Accessible via Institute of Hospitality- if you don’t have a staff login and want a copy of this, please let me know and I’ll provide a copy)  
**Abstract:** Information about the "Hotel Business" magazine executive roundtable entitled "Balancing the Green: The Environment & The Bottom Line," hosted and sponsored by American fabric product manufacturer Valley Forge Fabrics Inc. is presented. Topics include the focus on sustainability, the achievement of LEED certification and the sustainable practices. The roundtable featured experts including Diana Dobin of Valley Forge, Amy Jakubowski of Wilson Associates, and Walter Barela of Peak Hospitality. |
| **Title:** ‘HOW GREEN IS YOUR HOTEL? Much has been written about aviation’s environmental impact, but how are hotels addressing sustainability  
**Year:** 2019  
**Author:** STEPEK, J  
**Source:** Buying Business Travel, vol. 97, pp. 98–103 (Accessible via Institute of Hospitality- if you don’t have a staff login and want a copy of this, please let me know and I’ll provide a copy)  
**Abstract:** The article examines how hotels are addressing sustainability. It mentions that hotel companies have made green initiatives part of their branding strategy according to David Mollov of hotel specialists TripBAM. It discusses plans of Whitbread to reduce carbon emissions by 2025. It also mentions that Bankside hotel tries to recruit locally and uses employment agencies and charities that aim to support women returning to the workforce and prisoners in training for hospitality qualifications. |
| **Title:** Impact of hotels’ sustainability practices on guest attitudinal loyalty: application of loyalty chain stages theory  
**Year:** 2019  
**Author:** Heesup Han, Jongsik Yu, Jin-Soo Lee & Wansoo Kim  
**Source:** Journal of Hospitality Marketing & Management  
**URL:** [https://doi.org/10.1080/19368623.2019.1570896](https://doi.org/10.1080/19368623.2019.1570896)  
**Abstract:** Considering the significance of the term “green” in the hotel industry, relatively little is known about hotels’ performances of conservation management and its impact on guest eco-friendly decision formation. This research was conducted to explicate guests’ attitudinal loyalty formation, by developing a sturdy theoretical framework encompassing their perceived hotel performances of green management (recycling and waste reduction, water saving, and energy conservation) and loyalty chain stages theory (cognitive, affective, and conative stages). |
| **Title:** Food waste management in hospitality operations: a critical review  
**Year:** 2019  
**Author:** Viachaslau Filimonau and Delysia A. De Coteau  
**Source:** Tourism Management Volume 71, April 2019, Pages 234-245 (Accessible via ScienceDirect)  
**URL:** [https://doi.org/10.1016/j.tourman.2018.10.009](https://doi.org/10.1016/j.tourman.2018.10.009)  
**Abstract:** Hospitality food waste represents a significant societal challenge. It is however under-researched with most studies approaching the issue from the perspective of sustainable agriculture and environmental, rather than hospitality, management. Given the specificity of hospitality operations, this is a major shortcoming which hampers understanding of the determinants of effective mitigation. This paper provides a critical, analytical account of the literature on hospitality food waste made from the viewpoint of hospitality managers. |
Title: The Lovat, Loch Ness: joined up thinking on reducing carbon  
**Year:** 2018  
**Author:** Green Hotelier Admin  
**Source:** Green Hotelier  
**Abstract:** This Best Practice Case Study comes from a remote and beautiful part of Scotland where the hoteliers have thought really hard about their carbon emissions and are reducing them in a variety of ways at The Lovat.

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**Technology**

Title: Service gap in hotel website load performance  
**Year:** 2019  
**Author:** Betsy Stringam, John Gerdes  
**Source:** International Hospitality Review  
**URL:** [https://doi.org/10.1108/IHR-09-2018-0012](https://doi.org/10.1108/IHR-09-2018-0012) (Accessible via Emerald)  
**Abstract:** The purpose of this paper is to investigate how well hotel website load time performance compared against customer expectation benchmarks. In a competitive market, service interactions are important. As customers move to mobile devices, the time to load a website is a critical part of the service delivery. Long load times can lead to poor service experiences, customer frustration and lost business. Hotel website load times on both mobile and desktop devices were examined and compared to service expectations.

Title: Humanlike robots as employees in the hotel industry: Thematic content analysis of online reviews  
**Year:** 2019  
**Author:** Chung-En Yu  
**Source:** Journal of Hospitality Marketing & Management  
**URL:** [https://doi.org/10.1080/19368623.2019.1592733](https://doi.org/10.1080/19368623.2019.1592733)  
**Abstract:** The purpose of this study is to discover the public’s general perceptions of robots as frontline employees in the hotel industry based on YouTube online reviews.

Title: Readiness of upscale and luxury-branded hotels for digital transformation  
**Year:** 2019  
**Author:** Carmen Lam, Rob Law  
**Source:** International Journal of Hospitality Management, Volume 79, May 2019, Pages 60-69 (Accessible via ScienceDirect)  
**URL:** [https://doi.org/10.1016/j.ijhm.2018.12.015](https://doi.org/10.1016/j.ijhm.2018.12.015)  
**Abstract:** Hotels need to go through digital transformation to meet the changing demands of customers in the experience age and stay ahead of both traditional competitors and industry disruptors in an exponentially-evolving competitive environment. This requires hotels to have the right approach to technology, innovation, supported by the right working culture, be data-focused and customer-centric. A qualitative study was done to investigate the readiness of hotels in Asia for digital transformation. The findings, practical implications and future research ideas are presented.
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<tr>
<th>Title</th>
<th>Year</th>
<th>Author</th>
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</table>

**Abstract:** Work in hospitality remain a persistent blemish with respect to one of the world’s fast growing economic sectors. Issues are represented across a wide spectrum of indicators and have not changed, in substance, since George Orwell’s challenging musings about the social value of such work in 1933. In this paper, we assess the extent to which change can be evidenced with respect to hospitality employment. We employ backcasting methodologies to delineate where hospitality employment should be by 2033. Finally, we map the steps that will be required to get there and, to achieve this, attribute responsibility to key players.

**Title:** Novel trends in hotels: Shaping a new guest experience

**Year:** 2018

**Author:** Philia Tounta

**Source:** HotelExecutive


**Abstract:**

The first quarter is already painting an interesting picture for 2019, with promising forecasts for growth in the hospitality industry tempered by the possibility of an economic recession by the end of the year. Here are just a few of the projections and points of view offered by experts that have contributed to this complex outlook.