

Knowledge Management In Hospitality And Tourism 1st Edition

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UGA hospitality students graduate with hands-on experience

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Zabrina Whitman of the Glooscap First Nation says reconciliation can be a "buzzword" in Canada, and she doesn't always see authentic examples first-hand. But she says the people at Benjamin Bridge ...

Collaboration between winery, First Nation celebrates food, wine and tradition
"The extensive knowledge and experience that LBA Hospitality ... About LBA Hospitality Established in 1973, LBA Hospitality is one of the leading hotel management, development, and consulting ...

When knowledge is properly managed, it's in the hands of those who need it BEFORE they need it. This greatly improves the speed of business operations by eliminating time-consuming information searching! This book will show you how to make any hospitality or tourism related business more efficient and competitive by using knowledge management concepts and techniques. It provides an essential introduction to the concept of knowledge management plus fascinating case studies, strategic advice, and structural recommendations for its implementation. You'll learn to use knowledge management to avoid the duplication of research, reducing the cost of product research and development and increasing the effectiveness of your overall operation. Helpful charts and figures make the information easy to access and understand. From the editors: "Although tourism and hospitality, with their geographically dispersed units, can profit from enhanced knowledge management, only a small number of firms have implemented knowledge management techniques. A recent study shows that although managers in many hotels consider knowledge management and information transfer to be 'relevant concepts,' they report being confronted with too many—and unclear—knowledge management strategies, activities, and implementation techniques. As a result, they are not sufficiently familiar with knowledge management and reject implementing it. This book will increase understanding of these concepts and help to speed the implementation of knowledge management in the hospitality and tourism industries." This book will show you how to make any hospitality or tourism related business more competitive by using knowledge management concepts and techniques. It provides an essential introduction to the concept of

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knowledge management, with fascinating case studies as well strategic advice and structural recommendations for its implementation. In addition, you'll find: analyses of various aspects of knowledge management in hotels an examination of an Internet-based knowledge management system and its sources, repositories, taxonomy, services, applications, and user interfaces the advent of the "knowledge café" and what it means to the travel and tourism industries the knowledge supply chain matrix, which combines strategic and operative aspects of knowledge management—with a practical example drawn from the airline industry new developments in software applications for cross-border destination management, with an example drawn from the new "AlpNet" project that demonstrates the importance of cooperation and of member-specific requirements insightful thoughts about mental models as they relate to tourism—what they are and how understanding them can lead to lower degrees of mistrust and more efficient operation of tourism-based businesses essential information about database marketing, data mining, and knowledge discovery, with introductions to decision tree classifiers, regression analysis, induction programming logic, and probabilistic rules

Learn both theory and practice of knowledge management Sir Francis Bacon once wrote, "Knowledge is power." Knowledge Sharing and Quality Assurance in Hospitality and Tourism provides strategies to grab that power and the competitive edge in the tourism industry through knowledge management (KM) and quality assurance. Leading tourism and hospitality experts offer the latest theory and practical frameworks to expand the knowledge needed for creating and maintaining success at destinations around the world. Each cogent chapter provides fresh directions for future research and the creation of effective ways to share and use knowledge. As the tourism and hospitality industry expands, the competition increases as the search continues for ways to ensure quality, know the consumer, and discover the best standards of destination operation. Knowledge Sharing and Quality Assurance in Hospitality and Tourism is a unique foundational text that clearly explains the theory and practical management of knowledge in this lucrative, very competitive industry. Knowledge theory is used to explore organizational functioning, change issues, and operations at destinations in industry clusters and networks. Chapters are extensively referenced. Topics in Knowledge Sharing and Quality Assurance in Hospitality and Tourism include: the role of higher education in transferring knowledge into practice four kinds of benchmarking e-mail response quality quality management at the destination level and its path to knowledge sharing tourism managers knowledge needs—the knowledge type, where the knowledge is available, and sharing that knowledge between academics and the industry strategic planning in knowledge management three element framework of knowledge management assessment a case study of an international tourism project and the use of knowledge management a case study of best practice in tourism research dissemination in Quebec and Queensland Knowledge Sharing and Quality Assurance in Hospitality and Tourism is crucial, idea-sparking reading perfect for tourism researchers, tourism managers, administrators, educators, and students.

Knowledge management (KM) has become an important business strategy in an era of accelerated globalization, digitalization, and servitization of products and services. Maximizing the use of organizational resources becomes fundamental for continuous growth and prosperity. Organizations of various kinds such as resource-based organizations, product-based organizations, as well as knowledge-intensive service-oriented organizations require specific policies and support services to improve the knowledge management in their respective organizations. Knowledge Management Strategies and Applications focuses on the way organizations can create knowledge, share existing or new knowledge, and disseminate

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them among the stakeholders, most importantly among the employees, managers, customers, and suppliers. The selected topics are drawn from several fields of studies and give a multidisciplinary outlook. The book will be interesting not only for the researchers and students but also for the managers who want to improve knowledge sharing and innovation capabilities in their organizations.

Business tourism is a newly coined terminology in social sciences and management literature. It is defined as individuals traveling and staying outside of their hometowns for not more than one successive year for the purpose of enjoyment and other drives (e.g., learning and business activities). Key business tourism activities include attending a variety of meetings, conferences, and workshops as well as exhibitions. Understanding the negative and positive aspects of business tourism is essential to promoting employee learning and knowledge transfer skills. *Accelerating Knowledge Sharing, Creativity, and Innovation Through Business Tourism* is an essential reference source that discusses how differences in cultures, communities, rituals, norms, and scope of business tourism could influence knowledge sharing practices. Moreover, this book promotes an understanding on how to learn from different cultures and enhance absorptive capacity by interacting with different personalities and cultures. Featuring research on topics such as knowledge management, social capital, and consumer behavior, this book is ideally designed for business professionals, managers, administrators, hotel executives, IT specialists, executives, entrepreneurs, managing directors, and students looking to boost their existing skills and expertise with innovation and creativity by interacting with others and in a new context.

Knowledge Management in Tourism: Policy and Governance Applications is an indispensable instrument for everyone interested in the theory and practice of the quest for effectiveness, efficiency, and equity of tourism activities in helping build the future of mankind.

Companies compete to gain public notoriety every day and use creativity and innovation to get ahead of their competition. In oversaturated industries, such as the tourism sector, smart strategies and global network capabilities must be adopted and improved in order to increase competitiveness. *Multilevel Approach to Competitiveness in the Global Tourism Industry* contains crucial reference material that discusses new intelligent practices to increase business competitiveness in the tourism sector. Featuring research on topics such as networking, artificial intelligence, and regional competitiveness, this book is ideally designed for program directors, event coordinators, tour developers, hotel managers, restaurateurs, travel agents, policymakers, academics, researchers, advanced students, entrepreneurs, government officials, and professionals in the tourism and hospitality industry.

The *International Encyclopedia of Hospitality Management* is the definitive reference work for any individual studying or working in the hospitality industry. This new edition updates and significantly revises 25% of the entries and has an additional 20 new entries. New online material makes it the most up-to-date and accessible Hospitality Management encyclopedia on the market. It covers all of the relevant issues in the field of hospitality management from both a sectoral level: Lodging, Restaurants/Food service, Time-share, Clubs and Events as well as a functional one: Accounting & Finance, Marketing, Strategic Management, Human Resources, Information Technology and Facilities Management. Its unique user-friendly structure enables readers to find exactly the information they require at a glance; whether they require broad detail which takes a more crosssectional view across each subject field, or more focused

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information which looks closely at specific topics and issues within the hospitality industry today.

"This book addresses the relevance of knowledge management strategies for the advancement of organizations worldwide"--Provided by publisher.

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