

Advances in Tourism Series



2 ADVANCES IN TOURISM SERIES

NEW

Tourist Customer Service Satisfaction

An Encounter Approach

Francis P. Noe, Retired, National Park Service, U.S. Dept. of Interior, **Muzaffer Uysal** and **Vincent P. Magnini** both at Pamplin College of Business, Virginia Polytechnic Institute and State University



Customer satisfaction and loyalty in the tourism sector is highly dependent upon the behaviours of front-line service providers. Service is about people, how they relate to one another, fulfill each other's needs and ultimately care for each other. Yet surprisingly there are few or any books which focus on the detailed specifics of the social exchange and interaction between the service provider and customer.

Tourist Customer Service Satisfaction fully explores this relationship by defining the specific kind of verbal and non-verbal messages needed for successful exchanges, outlining how the service provider ought to behave & cope in a situation as well as detailing positive approaches that enhance a service provider's role performance. The book uses encounter theory to examine the customer – provider relationship as well as drawing on current research and theories from hospitality, tourism, management, psychology bodies of literature. In doing so the book offers important insight into how employee – centric competitive advantage in this sector can be achieved in various markets.

This book is unique in its approach by focusing on the specifics of the social exchange and interaction between the service provider and customer. It therefore offers a novel synthesis of knowledge on service satisfaction in the tourism sector which will serve as valuable pedagogical and research reference for students and academics interested in hospitality and tourism.

Selected Contents: 1. Defining Encounter Theory 2. Encountering Interactive Roles 3. Knowing the Customer Travel Role Chapter 4. Managing the Travel Situation 5. Positioning the Travel Provider 6. Appealing to the Travel and Provider Roles 7. Interacting Service Actions 8. Going Beyond Satisfaction to Loyalty 9. Where Do We Go From Here?

July 2010: 234 x 156: 208pp | Hb: 978-0-415-57804-2: **\$105.00** | eBook: 978-0-203-85236-1

For more information, visit: www.routledge.com/9780415578042

NEW

Tourists, Tourism and the Good Life

Philip Pearce, James Cook University, Australia, **Sebastian Filep**, Victoria University, Australia and **Glenn Ross**, James Cook University, Australia



Tourism is arguably one of the largest self-initiated commercial interventions to create well-being and happiness on the entire planet. Yet there is a lack of specific attention to the ways in which we can better understand and evaluate the relationship between well-being and travel. The recent surge of scholarly work in positive psychology concerned with human well-being and flourishing represents a contemporary force with the potential to embellish and augment much current tourism study. This book maps out the field and then draws links between tourists, tourism and positive psychology. It discusses topics such as the issue of excess materialism and its fragile relationship with well-being, the value of positive psychology to lifestyle businesses, and the insights of the research field to spa and wellness tourism. This volume will interest those who study and practise tourism as well as scholars and graduate students in a range of disciplines such as psychology, sociology, business and leisure.

Selected Contents: Introduction to Chapter One 1. Scholarship in Psychology and Tourism

Section A: Introduction to Section A – Principally About Individuals 2. Flow and Tourist Satisfaction 3. Time, Tourism, Host Communities and Positive Psychology 4. Ethics, Tourism and Wellbeing **Section B: Introduction to Section B – Individuals and Tourism Contexts** 5. Materialism in Tourism and its Alleviation Through Good Values 6. Lifestyle Businesses and Their Community Effects 7. Spa and Wellness Tourism and Positive Psychology 8. Summary, Synthesis and Future Directions.

July 2010: 229 x 152: 242pp | Hb: 978-0-415-99329-6: **\$95.00** | eBook: 978-0-203-84586-8

For more information, visit: www.routledge.com/9780415993296

BROWSE AND ORDER ONLINE: www.routledge.com/tourism

NEW

Mining Heritage and Tourism

A Global Synthesis

Edited by **Michael V. Conlin**, Okanagan College, Canada and **Lee Jolliffe**, University of New Brunswick, USA

Mining Heritage and Tourism includes contributions from internationally recognized authorities and is the first book to focus on these issues, challenges and potentials in redeveloping mines as cultural heritage attractions which are explored thematically throughout the book. It draws on multidisciplinary research to consider the dichotomy between heritage preservation and tourist development goals for mining heritage sites as well as to explore the practical challenges of developing these sites. These themes are illustrated by case studies from a vast range of geographical locations around the globe to offer operational insights into the planning and management of these sites for both heritage and tourism purposes, as well as innovative site management techniques.

There has never before been a more comprehensive book on mining heritage tourism representing the latest developments in strategy, policy and practices. This book serves as an invaluable guide for students, researchers, academics and practitioners in the areas of Tourism and Heritage Management.

Selected Contents: Section 1: Introduction Section 2: Interpreting Mining Heritage Section 3: Transforming Mines into Heritage Attractions Section 4: Traditional Mining Attraction Destinations Section 5: Globalization and the Future of Mining Attraction Destinations Section 4: Lessons Learned

September 2010: 246 x 174: 280pp | Hb: 978-0-415-56090-0: **\$150.00** | eBook: 978-0-203-86550-7

For more information, visit: www.routledge.com/9780415560900

NEW

Sustainable Tourism in Rural Europe

Approaches to Development

Edited by **Donald V. L. Macleod** and **Steven A. Gillespie** both at University of Glasgow, UK

Sustainable Tourism in Rural Europe contains contributions from leading international scholars that review and analyse the concept and practice of sustainable tourism in this region through a multidisciplinary approach that embodies the view that sustainable tourism warrants a holistic approach in terms of its impacts and development potential. Divided into three sections: Key Themes and Issues; The State and Development; The Local Community and Development, this book addresses contentious and vital issues through theory, detailed research and case studies, offering real world approaches to sustainable development, showing problems including local politics which challenge abstract models. It introduces cutting edge research dealing with contemporary developments throughout Europe and consequential lessons/implications for other rural parts of the world.

This volume will be of interest to students, researchers and academics in the areas of Tourism, Geography and Environmental Studies.

Selected Contents: Section 1: Key Themes and Issues Section 2: The State and Development Section 3: The Local Community and Development

September 2010: 234 x 156: 288pp | Hb: 978-0-415-54799-4: **\$140.00** | eBook: 978-0-203-84421-2

For more information, visit: www.routledge.com/9780415547994

4 ADVANCES IN TOURISM SERIES

NEW

Tourist Experience

Contemporary Perspectives

Edited by **Richard Sharpley**, University of Central Lancashire, UK and **Philip R. Stone**, University of Central Lancashire (UCLan), UK



Tourist Experience provides a focused analysis into tourist experiences that reflect their ever-increasing diversity and complexity, and their significance and meaning to tourists themselves. Written by leading international scholars, it offers new insights into emergent behaviours, motivations and sought meanings on the part of tourists based on five contemporary themes determined by current research activity in tourism experience: dark tourism experiences, experiencing poor places, sport tourism experiences, writing the tourist experience and researching tourist experiences: methodological approaches.

The book critically explores these experiences from multidisciplinary perspectives and includes case studies from a wide range of geographical regions. By analyzing these contemporary tourist experiences, the book will provide further understanding of the consumption of tourism.

Selected Contents: Introduction: Thinking About the Tourist Experience 1. Ways of Conceptualising the Tourist Experience: A Review of Literature **Section 1: Dark Tourism Experiences: Mediating Between Life and Death** 2. Exploring the Conceptual and Analytical Framing of Dark Tourism: From Darkness to

Intentionality 3. Thanatourism and the Commodification of Space in Post-war Croatia and Bosnia **Section 2: Experiencing Poor Places: Introduction** 4. Slumming – Empirical Results and Observational-Theoretical Considerations on the Backgrounds of Township, Favela and Slum Tourism 5. Rights-based Tourism – Tourist Engagement in Social Change, Globalised Social Movements, and Endogenous Development in Cuba 6. Tourists' Photographic Gaze: The Case of Rio de Janeiro Favelas **Section 3: Sport Tourism Experiences: Introduction** 7. 'Sporting' New Attractions? The Commodification of the Sleeping Stadium 8. Understanding Sport Tourism Experiences: Exploring the Participant-spectator Nexus 9. We are Family: IGLFA World Championships, London 2008 **Section 4: Writing the Tourist Experience: Introduction** 10. Creating Your Own Shetland: Tourist Narratives from Travelogues to Blogs 11. Narrating Travel Experiences: The Role of New Media 12. Learning from Travel Experiences: A System for Analysing Reflective Learning in Journals **Section 5: Researching Tourist Experiences: Methodological Approaches** 13. Qualitative Method Research and the 'Tourism Experience: A Methodological Perspective Applied in a Heritage Setting' 14. Exploring Space, the Senses and Sensitivities: Spatial Knowing 15. Kohlberg's Stages: Informing Responsible Tourist Behaviour

September 2010: 234 x 156: 304pp | Hb: 978-0-415-57278-1: **\$150.00** | eBook: 978-0-203-85594-2

For more information, visit: www.routledge.com/9780415572781

NEW

Managing and Marketing Tourist Destinations

Strategies to Gain a Competitive Edge

Metin Kozak, Mugla University, Turkey and **Seyhmus Baloglu**, University of Nevada, USA

Without adequate research and management, the potential impacts and benefits of tourism and travel services will not be maximized. In this volume, tourism scholars Metin Kozak and Seyhmus Baloglu evaluate the theoretical approaches and applications to competitive advantage within tourist destinations and demonstrate the ways to further develop the concept of destination competitiveness for application within tourist destinations. Kozak and Baloglu highlight the need for collaboration between the representatives of both the public and private sectors to adequately manage the growth and issues relevant within international tourism, marketing, management and competitiveness. This book will be indispensable to students and scholars of tourism, hospitality, and leisure and recreation programs, as well as practitioners within these industries.

Selected Contents: Preface **Part 1: Destination Competitiveness** 1. Why Destination Competitiveness? 2. Destination Competitiveness: An Overview 3. Determinants of Destination Competitiveness **Part 2: Destination Management** 4. Destination-Based Management Strategies 5. Destination-Based Total Quality Management 6. Destination Benchmarking **Part 3: Destination Marketing** 7. Destination-Based Marketing Strategies 8. Destination Branding 9. From Traditional Marketing to 'It' Marketing

October 2010: 229 x 152: 256pp | Hb: 978-0-415-99171-1: **\$95.00** | eBook: 978-0-203-84230-0

For more information, visit: www.routledge.com/9780415991711

NEW



Tourism Supply Chain Management

Haiyan Song, Hong Kong Polytechnic University, Hong Kong

This significant and timely volume is the first to apply supply chain management theories and practices in the context of tourism. By doing so the book offers insight into the relationships between tourism enterprises, how co-ordination across organizations can be effectively achieved and how business performance can be improved.

The book offers comprehensive and systematic coverage of all the key issues and principles associated with Tourism Supply Chain Management including distribution and marketing activities as well as the suppliers and stakeholders involved in the provision and consumption of tourism products. The book combines essential theory and comparative international examples based on primary research to show challenges and opportunities of effective Tourism Supply Chain Management.

Written by a leading academic in the area this book will be valuable reading for students, academics and researcher of Tourism as well as those interested in Business Management, Operations Management and Logistics.

Selected Contents: 1. Introduction 2. Basic Concepts and Principles 3. Demand Management and Forecasting 4. Tourism Supply Chain Coordination 5. Tourism Supply Chain Competition 6. Chain vs. Chain Competition 7. Supplier Selection and Management 8. Capacity and Inventory Issues in Tourism Supply Chains 9. Customer Relationship Management 10. Information Technology and e-Tourism 11. Managerial and Research Implications

April 2011: 234 x 156: 270pp | Hb: 978-0-415-58155-4: **\$145.00** | Pb: 978-0-415-58156-1: **\$43.95**

For more information, visit: www.routledge.com/9780415581561

NEW

Drive Tourism

Trends and Emerging Markets

Edited by **Bruce Prideaux**, James Cook University, Australia and **Dean Carson**, Charles Darwin University, Australia

This book is the first attempt to provide a global comprehensive review and scholarly investigation into this popular and growing form of tourism. It draws on a vast range of geographical locations to critically explore the impacts of drive tourism in developed and underdeveloped regions. It evaluates tourism authorities' response to the Drive Tourism Experience, and offers operational insights into the management of the drive experience as well as providing original empirical research and insights into the field that will contribute to future investigation. In doing so it explores the many forms of drive tourism from caravanning to fly drive touring.

This is a ground-breaking volume that provides a global review of the past and future development of this key but poorly understood tourism phenomenon. This volume will have global appeal to academics, researchers and students of tourism studies and related disciplines.

Selected Contents: 1. Introduction **Part 1: Aspects of Drive Tourism** 2. Driving Safety: Major Issue for Tourists 3. 4WD Touring in Australia 4. Los Hermanos Visiting Brazil: differences Between Drive and Coach Tourists 5. 4WD Touring Clubs, Motivations and Destinations **Part 2: Drive Segments** 6. SUVs in the US 7. Why We Travel This Way: An Exploration into the Motivations of Recreational Vehicle Users 8. Caravanning in Australia 9. Images of the Drive 10. Touring Routes in Australia 11. The Savannah Guides: Establishment and Success 12. Rainforest Way **Part 3: Destinations** 13. Golden Week: Driving for Pleasure in Japan 14. Local Drive Tourism 15. Drive Tourism in South Africa 16. Realising the Value of Self-Drive Day Trips to Lower Austria 17. 4-Wheel Drive Tourism in the People's republic of China **Part 4: Product** 18. The Influence of International Tourists Travel Patterns on Rental Car Fleet Management in New Zealand 19. Marketing: Capturing the Drive Tourism Market 20. Motorcycle Touring 21. Technologies for Self-Drive Tourism **Part 5: Management** 22. Developing Maps for the Drive Tourism Sector 23. Planning, Building and Maintaining the Infrastructure of Drive Tourism 24. Product and Marketing Innovation in Australia's Flinders Range 25. Exploring the Spatial Patterns of Car Based Tourism Travel in Loch Lomand and Trossachs National Park 26. Managing the Environmental Implications of Drive Tourism 27. Conclusion

November 2010: 234 x 156: 400pp | Hb: 978-0-415-49149-5: **\$145.00** | eBook: 978-0-203-88039-5

For more information, visit: www.routledge.com/9780415491495

6 ADVANCES IN TOURISM SERIES

NEW

Tourist Shopping Villages

Forms and Functions

Laurie Murphy, Pierre Benckendorff, Gianna Moscardo and Philip L. Pearce all at James Cook University, Australia

Shopping is perhaps the most universal of tourist activities. Tourists form a separate retailing segment from the general population and place importance on different products and product attributes, contributing billions of dollars each year for both the private and public sector by which retail areas, townscapes and streetscapes can be revitalised. This volume – based on a two year research program from a team of authors – examines the forms and functions of approximately fifty tourist shopping villages in Australia, New Zealand, the United Kingdom, Ireland, Canada and the United States. It will interest scholars of Tourism, Geography, Business, and Economics, as well as government officials, civic leaders, and individual entrepreneurs and retailers seeking to maximize their returns and local community residents.

Selected Contents: 1. Tourist Shopping Opportunities: Placing Tourist Shopping Villages in a Larger Context 2. Issues for Sustainable Tourist Shopping Villages 3. A Model of Tourist Shopping Village Experience 4. The Importance of Location, Anchor Attractions and Entrepreneurs 5. Shopping Village Streetscapes and Servicescapes 6. Themes and Presentation 7. The Interactive Shopping Village Experience 8. Information, Support Services and Facilities 9. Evolution, Challenges and Information Needs 10. The Future of Tourist Shopping Villages

November 2010: 229 x 152: 272pp | Hb: 978-0-415-96527-9: **\$95.00** | eBook: 978-0-203-83482-4

For more information, visit: www.routledge.com/9780415965279

NEW

Tourism and Poverty

Regina Scheyvens, Massey University, New Zealand

Tourism and Poverty addresses a critical question facing many academics, governments, aid agencies, tourism organizations, and conservation bodies around the world: can tourism work as a tool to overcome poverty? This book is the first to present a focused description and critique of the issues surrounding poverty and tourism. Relying on a wealth of primary data on tourism, Regina Scheyvens supports her findings with novel case studies such as innovative partnerships between resorts and fledgling indigenous businesses in Fiji, Oxfam's work to connect the agriculture and tourism sectors in the Caribbean, and difficulties in alleviating poverty in the Maldives despite the growth of luxury tourism. This book will challenge the way academics and tourism professionals understand the current and potential role of tourism in alleviating poverty.

Selected Contents: 1. Introduction 2. Poverty and Tourism Unpacked 3. Tourism Entrenches Poverty 4. Poverty Attracts Tourists 5. Tourism Reduces Poverty – Tourism Industry Approaches 6. Tourism Reduces Poverty – Government Approaches 7. Tourism Reduces Poverty – Development Agency Approaches 8. Conclusion

December 2010: 229 x 152: 256pp | Hb: 978-0-415-99675-4: **\$95.00** | eBook: 978-0-203-83159-5

For more information, visit: www.routledge.com/9780415996754

NEW

The Critical Turn in Tourism Studies

Creating an Academy of Hope

Edited by **Irena Ateljevic**, Wageningen University, the Netherlands, **Nigel Morgan**, The Welsh Centre for Tourism Research and **Annette Pritchard**, University of Wales Institute Cardiff and Director of the Welsh Centre for Tourism Research

The first edition of this book *The Critical Turn in Tourism Studies: Innovative Research Methodologies* (2007) set out to challenge the neo-liberal discourses which dominate mainstream tourism inquiry. It was comprised of two parts which respectively explored tourism's changing epistemological and methodological bases. This second edition intends to move the debate forward by exploring how critical tourism inquiry can make a difference in the world, linking tourism education driven by the values of empowerment, partnership and ethics to policy and practice.

This volume is designed to enable its reader to think through vital concepts and theories relating to tourism and hospitality management, stimulate critical thinking and use multidisciplinary perspectives. This timely and thought provoking book which collectively questions tourism's current and future role in societal development is essential reading for students, researchers and academics interested in Tourism and Hospitality.

Selected Contents: Part I: Critical Thinking in Tourism Research 1. A Critical Introduction 2. Critical Indigenous Inquiry: Decolonizing Methodologies in Tourism Research 3. Methods Mutiny in Tourism Studies Research: when the informant takes over 4. Epistemologies and their practices: A performance approach to ethnography in tourism 5. Reflexivity and the ethics of 'community-based' critical tourism studies Part II: Creative Vistas in Tourism Education 6. Critical pedagogy and innovative education 7. Innovations in Tourism Education: Leadership and Stewardship for the Future 8. The Philosophic and Ethical Practitioner 9. Critical thinking in tourism programmes 10. Educating Emirati women to be future leaders in a rapidly developing tourism destination 11. Encountering the Other through study abroad 12. Learning for life Part III: Critical Action in 'the Tourism World 13. Justice tourism: the case of Hotel Bauen 14. Tourism in a post-conflict setting: Addressing social relationships 15. War, identity and transformative travel experiences 16. Sharing home for labour: mobility and alternative economic practices 17. Opening up spaces of hospitality: Hotel Transvaal 18. Epilogue: 'Hopeful' Tourism Scholarship and the New World Paradigm

May 2011: 234 x 156: 320pp | Hb: 978-0-415-58552-1: **\$135.00**

For more information, visit: www.routledge.com/9780415585521

NEW

New Perspectives in Tourism Geographies

Edited by **Julie Wilson**, University of the West of England, UK

Following an increase in attention to lifestyle-related mobility and the use, creation and (re)presentation of space and place, the geographical analysis of tourism activity is being advanced. In terms of human geography, the 'cultural' turn has led to fresh examination of existing debates and has advanced new theoretical ideas in cultural geography pertinent to tourism studies. *New Perspectives in Tourism Geography* seeks to examine such recent developments by providing a state of the art review in the field of tourism geographies internationally, documenting advances in research and evaluating different perspectives, themes and regional differences.

This volume provides a fresh examination of existing debates by considering disciplinary changes in geography in the context of tourism, in particular, culture and space in terms of encounter, embodiment, [inter]subjectivities, lifestyle and identity, as well as the spatial turn in social sciences more generally. It also looks at how other approaches such as critical, feminist, Marxist and behaviouralist have diversified research in the tourism geographies field. In addition it highlights areas for further research and maps out the dimensions of future advances in the field in different disciplinary, regional and thematic contexts.

Written by leading scholars in the tourism geographies field, this book will be of interest to students, researchers and academics in the areas of Tourism, Geography and related disciplines.

Selected Contents: Introduction **Part 1: Approaching Tourism Geographies** 1. The Cultural Turn in Geography and Tourism 2. Poststructuralism 3. Gender 4. Queering Geographies of Tourism 5. Performativity 6. Postcolonialism 7. Mobilities **Part 2: Themes in Tourism Geographies** 8. Tourism and the Cultures of Places 9. Lifestyle Migration 10. Environment 11. Rural 12. Creativity 13. Historical 14. Sensuous Geographies 15. Development 16. Urban 17. Time Geography and Tourism 18. Place and Tourism 19. Landscape 20. GIS 21. Conclusion

May 2011: 234 x 156: 320pp | Hb: 978-0-415-56857-9: **\$135.00** | eBook: 978-0-203-85974-2

For more information, visit: www.routledge.com/9780415568579

Creating Island Resorts

Brian King

This book studies tropical island resorts, the areas they occupy, the people who live and work there and the tourists who visit them. Here the Mamanuca Islands in Fiji and the Whitsunday Islands in Queensland are analyzed and compared.

1997: 234 x 156: 296pp
Hb: 978-0-415-14989-1: **\$220.00**
eBook: 978-0-203-19503-1

For more information, visit:
www.routledge.com/9780415149891

The Economics of Tourism

M. Thea Sinclair and Mike Stabler



1997: 234 x 156: 280pp
Hb: 978-0-415-08523-6: **\$220.00**
Pb: 978-0-415-17076-5: **\$59.95**
eBook: 978-0-203-19543-7

For more information, visit:
www.routledge.com/9780415170765

Destinations

Cultural Landscapes of Tourism

Edited by **Greg Ringer**

Drawing on selected research from Europe, Southeast Asia, the Pacific and North America, this book combines perspectives in human geography and tourism to present cultural landscapes of tourist destinations as socially constructed.

1998: 234 x 156: 200pp
Hb: 978-0-415-14919-8: **\$220.00**
eBook: 978-0-203-44138-1

For more information, visit:
www.routledge.com/9780415149198

Tourism Development

Edited by **Richard W. Butler** and **Douglas G. Pearce**



This work explores the theory and practice of contemporary tourism development, offering alternative approaches to theory and policy issues and extending research into newly emerging tourist destinations.

1999: 234 x 156: 288pp
Hb: 978-0-415-20691-4: **\$190.00**
Pb: 978-0-415-27167-7: **\$59.95**
eBook: 978-0-203-38030-7

For more information, visit:
www.routledge.com/9780415271677

Leisure and Tourism Landscapes



Social and Cultural Geographies

Cara Aitchison, Nicola E. MacLeod,
Nicola E Macleod and **Stephen J. Shaw**



This book has a broad interdisciplinary focus, drawing from fields such as cultural studies, history, literature and geography, and redefines the way we view our surroundings.

2000: 234 x 156: 208pp
Hb: 978-0-415-17060-4: **\$185.00**
Pb: 978-0-415-27166-0: **\$64.95**

For more information, visit:
www.routledge.com/9780415271660



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Mediterranean Tourism

Facets of Socioeconomic Development and Cultural Change

Edited by **Yorgos Apostolopoulos**, **Lila Leontidou** and **Philippos Loukissas**

This book comments on the complexities of Mediterranean tourism, with contributions from researchers consultants, managers and advisors from thirteen countries.

2000: 234 x 156: 336pp
Hb: 978-0-415-18023-8: **\$210.00**

For more information, visit:
www.routledge.com/9780415180238

Tourism in the Age of Globalisation

Edited by **Chris Cooper** and **Salah Wahab**

This book contributes to the clarification and systemisation of modern notions of tourism, examining the trend of globalisation to provide a review of contemporary tourism challenges.

2001: 234 x 156: 368pp
Hb: 978-0-415-21316-5: **\$190.00**
eBook: 978-0-203-99585-3

For more information, visit:
www.routledge.com/9780415213165

Tourism and Political Boundaries

Dallen J. Timothy

In light of today's political transformations and processes of globalisation, this book provides a systematic examination of the relationships between boundaries and tourism.

2001: 234 x 156: 240pp
Hb: 978-0-415-19696-3: **\$185.00**
eBook: 978-0-203-21448-0

For more information, visit:
www.routledge.com/9780415196963

The Sociology of Tourism



Theoretical and Empirical Investigations

Edited by **Yorgos Apostolopoulos**, **Stella Leivadi** and **Andrew Yiannakis**



This pioneering work provides a comprehensive review of complex tourism issues from a sociological perspective. It introduces various theoretical and empirical approaches and includes international contributions and diverse perspectives.

1996: 234 x 156: 376pp
Hb: 978-0-415-13508-5: **\$240.00**
Pb: 978-0-415-27165-3: **\$64.95**

For more information, visit:
www.routledge.com/9780415271653

Tourism and Sustainable Community Development



Edited by **Derek Hall** and **Greg Richards**



This collection of international case studies addresses the crucial issue of sustainable tourism development by asking what local communities can contribute to sustainable tourism, and what sustainability can offer communities in return.

2000: 234 x 156: 336pp
Hb: 978-0-415-22462-8: **\$210.00**
Pb: 978-0-415-30915-8: **\$59.95**
eBook: 978-0-203-46491-5

For more information, visit:
www.routledge.com/9780415309158

Tourism and Gastronomy

Edited by **Anne-Mette Hjalager** and **Greg Richards**

This book draws together a group of international experts in order to develop a better understanding of the role, development and future of gastronomy and culinary heritage in tourism.

2002: 234 x 156: 256pp
Hb: 978-0-415-27381-7: **\$175.00**
eBook: 978-0-203-21861-7

For more information, visit:
www.routledge.com/9780415273817

Textbook 2nd Edition

Outdoor Recreation Management

John Jenkins and **John Pigram**

2006: 234 x 156: 440pp
Hb: 978-0-415-36540-6: **\$230.00**

For more information, visit:
www.routledge.com/9780415365406



New Perspectives in Caribbean Tourism

Edited by **Marcella Daye**, Coventry University, UK, **Donna Chambers**, Napier University, UK and **Sherma Roberts**, University of the West Indies, Barbados



This volume explores tourism in the Caribbean – one of the most tourism dependent regions of the world – within the context of key currents of Caribbean thought and critique in relation to issues of dependency, postcolonial interactions, race and class as well as identity and culture.

2008: 229 x 152: 278pp
Hb: 978-0-415-95838-7: **\$105.00**
eBook: 978-0-203-93127-1

For more information, visit:
www.routledge.com/9780415958387

Tourism in China

Destination, Cultures and Communities

Edited by **Chris Ryan**, Waikato Management School, New Zealand and **Gu Huimin**, Beijing International Studies University, China



China is forecast to be the primary tourist destination and tourist-generating country by 2020. However, much of the writing on tourism in China has come from people within the English academic world who are not involved in the issues related to Chinese tourism development. This book provides a voice to Chinese mainland academic researchers and examines the nature of tourism research and tourism development in China. Contributors – many of whom are based in China and are immersed in the daily issues of teaching, researching and planning tourism development within China – discuss issues related to resource use, destination image and community participation with case studies that combine conceptual frameworks and practical issues. This authoritative text on tourism in China will be of interest to scholars and students of tourism throughout the world.

2008: 229 x 152: 418pp | Hb: 978-0-415-99189-6: **\$105.00** | eBook: 978-0-203-88636-6

For more information, visit: www.routledge.com/9780415991896



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e-Inspection

The Advanced Econometrics of Tourism Demand

Haiyan Song and **Stephen F. Witt** both at Hong Kong Polytechnic University, Hong Kong and **Gang Li**, University of Surrey, UK



Tourism demand is the foundation on which all tourism-related business decisions ultimately rest. Governments and companies such as airlines, tour operators, hotels, cruise ship lines, and recreation facility providers are interested in the demand for their products by tourists. The success of many businesses depends largely or totally on the state of tourism demand, and ultimate management failure is quite often due to the failure to meet market demand. This book introduces students, researchers and practitioners to the modern developments in advanced econometric methodology within the context of tourism demand analysis, and illustrates these developments with actual tourism applications. The concepts and computations of modern advanced econometric modelling methodologies are introduced at a level that is accessible to specialists and non-specialists alike. The methodologies introduced include general-to-specific modelling, cointegration, vector autoregression, time varying parameter modelling, panel data analysis and the almost ideal demand system (AIDS). In order to help the reader understand the various methodologies, extensive tourism demand examples are provided throughout the volume.

2008: 229 x 152: 234pp | Hb: 978-0-415-99120-9: **\$105.00** | eBook: 978-0-203-89146-9

For more information, visit: www.routledge.com/9780415991209

Sustainable Tourism Futures

Perspectives on Systems, Restructuring and Innovations

Edited by **Stefan Gössling**, Western Norway Research Institute, Sogndal, Norway, **C. Michael Hall**, University of Canterbury, New Zealand and **David Weaver**, University of South Carolina, USA



A global industry and an important tool for economic development, international tourism is facing an increasingly uncertain future. Global environmental change, including climate change; increasing fuel prices; and growing criticism from environmental and social interest groups are posing substantial challenges to the belief that international tourism can be sustainable at current rates and patterns of growth. This book therefore aims to answer the questions of if and how tourism can be a sustainable industry. The book concludes that sustainable tourism is possible but that it requires fundamental shifts in operations, systems and philosophies. The various contributions identify a number of means by which this can be accomplished but stress that sustainable tourism still has a long way to travel before it can reach its destination.

2008: 229 x 152: 340pp | Hb: 978-0-415-99619-8: **\$105.00** | eBook: 978-0-203-88425-6

For more information, visit: www.routledge.com/9780415996198

Handbook of Tourist Behavior

Theory & Practice

Edited by **Metin Kozak**, Mugla University, Turkey and **Alain Decrop**, Namur University, Belgium



In today's highly competitive and global economy, understanding tourist behavior is imperative to success. Tourist behavior has become a cornerstone of any marketing strategy and action. Choosing, buying and consuming tourism/travel products and services includes a range of psycho-social processes and a number of personal and environmental influences that researchers and managers should take into account. This book provides an overview of such processes and influences and explains the basic concepts and theories that underlie tourist decision-making and behavior. It also incorporates a number of cases studies in order to aid readers to better appraise the application of those concepts and theories. The *Handbook of Tourist Behavior* will be of significant interest to researchers and students in tourism, leisure, marketing and psychology, and also to practitioners in the tourism industry.

2008: 229 x 152: 286pp | Hb: 978-0-415-99360-9: **\$150.00** | eBook: 978-0-203-88180-4

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Tourism Enterprises and Sustainable Development

International Perspectives on Responses to the Sustainability Agenda

Edited by **David Leslie**, Glasgow Caledonian University, UK



The tourism industry has increasingly recognized and responded to growing environmental concerns. In recent years, there has been an emergence of a variety of categories of tourism considered more environmentally friendly: green, eco-tourism, and sustainable tourism. Much of the literature that has addressed these developments has been orientated to the destination locale or specific to a development. These texts have not sought to investigate and examine the response of government/national tourist organizations to the international sustainability agenda and the responses/actions of tourism enterprises to this 'greening' agenda. This text aims to address this remarkable gap. This indispensable contribution to the field provides a comprehensive, state of the art perspective on progress towards the objectives of sustainable development within the tourism sector across the globe by focusing on the environmental performance and adoption of environmental management systems by tourism enterprises.

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Advances in Tourism Destination Marketing

Managing Networks

Edited by **Metin Kozak**, Mugla University, Turkey, **Juergen Gnoth** and **Luisa L.A Andreu**, University of Valencia, Spain

This volume provides original insight into the operational opportunities, challenges and constraints in managing Tourism Destination Marketing. It explores how the various tourist destination systems including tourist, places (as seen by the tourist), public and private tourism organisations and the social and physical environment can effectively communicate and co operate together at a profit for each.

Advances in Destination Marketing offers a comprehensive review of a wide range of aspects related to marketing tourism products including networks in destinations, consumer experiences in destinations, destination branding, destination image, events in destinations and destination tourism products. Throughout the book a network analysis perspective is applied to offer alternative solutions of how each system can share network knowledge and system knowledge so profits can be created effectively and maximised. The exploration of new topics such as Destination Networks and Destination Branding as well as original international empirical research and case studies from well known researchers in the area, provides new thinking on Marketing Tourism Destinations.

The relevance of the arguments and the salient conclusions are valuable in the study of an ever dynamic and burgeoning industry. This stimulating volume will be of interest to higher level students, academics, researchers within Tourism and practitioners in the industry.

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Tourist Mobility and Advanced Tracking Technologies

Noam Shoval and **Michal Isaacson** both at Hebrew University, Israel



The remarkable developments in tracking technologies over the past decade have opened up a wealth of possibilities in terms of research into tourist spatial behaviour. To date, most research in the field has been based on data derived from less objective – hence methodologically problematic – sources. This book examines the various technologies available to track pedestrians and motorized vehicles as well as the moral, ethical and legal issues arising from the utilization of data thus obtained. The methodologies outlined in the book could prove revolutionary in terms of tourism research, management and planning.

2009: 229 x 152: 228pp | Hb: 978-0-415-96352-7: **\$95.00** | eBook: 978-0-203-86937-6

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