

ERWIN LOSEKOOT

I: PERSONAL DETAILS

Date of Birth : 26 December 1967

Place & Nationality : Purmerend, The Netherlands. Dutch.
New Zealand permanent resident since 2011

Age last birthday: 50

II: EDUCATION AND QUALIFICATIONS

2015 Auckland University of Technology, Auckland, New Zealand
PhD "Factors influencing the airport customer experience: A case study of Auckland International Airport"

2000-'09 Strathclyde Business School, University of Strathclyde, Glasgow
PG Cert AAS; PG Cert Research Methods.

1994-'95 Edinburgh University Management School, University of Edinburgh, Edinburgh
Master of Business Administration (MBA) postgraduate degree

1986-'90 Scottish Hotel School, University of Strathclyde, Glasgow
BA, Class 2ii, joint Honours in Hotel Management with Marketing

1978-'86 Ardingly College, Haywards Heath, Sussex.
4 A-Levels, 10 O-Levels

III: PROFESSIONAL MEMBERSHIPS

2011 Fellow of the Royal Geographical Society (FRGS)

2010 Member of SKÅL professional travel association (Auckland)

2007 Fellow of the Higher Education Academy (FHEA) (formerly ILTinHE)

2006 Appointed Fellow, Institute of Hospitality (FIH). Committee member and Branch Secretary of Glasgow & West of Scotland Branch 1999-2001. Student member since 1986.

1998 Associate member of the Chartered Quality Institute (ACQI)

IV: EMPLOYMENT HISTORY

2018 (Oct) – date
PROFESSOR OF HOSPITALITY STUDIES, NHL Stenden University of Applied Sciences, Leeuwarden, The Netherlands.

2018 (Feb) – 2018 (Sept)

SENIOR LECTURER, RMIT University Vietnam, HCMC. Developing and teaching courses in Rooms Division Management, Facilities Management and Design, Service Quality Management (online) and Food and Beverage Management. Building industry networks, assisting with student recruitment, and developing and teaching course materials for a totally online course. Taught two full 12 week semesters. Conference Chair for TTRA APac 2018.

2015 (Sept) – 2018 (Jan)

ACADEMIC HEAD (Hospitality & Tourism Programmes) at Auckland Institute of Studies (AIS), Auckland, New Zealand. Responsible for the operation of hospitality and tourism programmes at the Asquith campus of AIS. Duties include oversight of academic and management areas, staffing recruitment, performance reviews, budgeting, quality assurance and teaching.

2009 (July) – 2015 (August)

SENIOR LECTURER in hospitality management at Auckland University of Technology, Auckland, New Zealand. Lecturing to Diploma and Bachelor students on the following courses: Accommodation Operations, Accommodation Management, Room Division Management, Facilities Design & Development, and supporting students on their Hospitality Co-Operative Education Project. Supervising Masters students for the MIHM thesis. Member of Faculty Research Committee and School Board of Study 2009-2011. Awarded Vice-Chancellor's Doctoral Scholarship award Jan 2014. Graduated with PhD July 2015.

1999 (Feb) – 2009 (July)

SIR HUGH WONTNER LECTURER in Hotel Management, The Scottish Hotel School, University of Strathclyde, Glasgow. Lecturing to first, second and third year BA undergraduate students, postgraduate students, and facilitating the Integrative Core in the Business School Faculty.

I held the posts of Advisor of Studies, Director of Teaching & Learning, Overseas Exchanges Co-ordinator, Disability Co-ordinator, Director of the BA Tourism Management (full-time) programme at HKU SPACE in Hong Kong, member of Faculty Academic Committee, member of the Bursaries Committee, member of University Senate and Ordinance 16 Staff Appointments Panel and the Management Development Programme First Year Co-ordinator.

1998 (March) - 1999 (Feb)

OPERATIONAL AUDITOR. Part of the Operational Audit team based at Technicolor's Wembley production facility. Responsible for carrying out Compliance Audits, Operational Audits and Process Audits at the company's production facility and its distribution facility in Coventry. Represent the QA manager at meetings in his absence, and report to other managers and Directors on Client Complaints and internal Corrective Action measures for their resolution and prevention.

1996 (Feb) -1998 (March)

NIGHT MANAGER at Holiday Inn Crowne Plaza London-Heathrow. Duty Manager with responsibility for the running of this 375 bedroom international four star deluxe hotel between the hours of 21:00 and 09:00, including a team consisting of night managers, auditors, porters, security and a duty engineer. This position included Guest Relations and auditing responsibilities.

1993 (Aug) - 1994 (Aug)

Employed at Cameron House Hotel & Country Estate, Loch Lomond, as NIGHT AUDITOR. Auditing the previous day's business, I was also night Duty Manager, providing Reception/Switchboard cover. Together with the Night Porters, monitored Room Service food and beverage orders and staff transportation. Performed regular computer maintenance and did backup tapes of the previous day's business. Did whole hotel cash, cheque and credit card bankings after balancing.

1992 (Jan) - 1993 (Aug)

Employed by the Sheraton Grand Hotel, Edinburgh as BANQUETING HEAD WAITER. Responsible for the daily running of conference and dinner functions for up to 500 persons. As well as liaising with the client, it was my job to recruit, interview and train a pool of over 50 casual members of staff. In addition to allocating duties and ensuring the smooth running of functions, I was responsible for ensuring the correct levels of food and general stores in the Banqueting Department, and for communicating with the Kitchen, Stewarding and Maintenance departments within the hotel.

1990 (Aug) - 1991 (Dec)

Employed by P&O PRINCESS CRUISE LINES, sailing out of Vancouver, Los Angeles and San Juan. I worked on board the TSS Fair Princess and the MV Star Princess as part of a 4 and 6 man Front Office Team.
COUNTER ASSISTANT PURSER: Duties included cash handling, account enquiries, shipboard information, embarkation/disembarkation procedures.

V: PROFESSIONAL ACTIVITIES AND EXPERIENCE

Teaching, course development and research supervision

- Reviewed and redesigned the courses taught (Accommodation Management, Rooms Division Management) in the light of student feedback, mentor comments and CEPD input
- Supervised over 60 undergraduate BA degree student Co-operative Education Projects (2009 - 2015)
- Supervised MIHM part-time student Cyril Peter from WelTec for Directed Reading paper and their Masters thesis which I co-supervised with Dr Jill Poulston
- Primary supervisor for MIHM part-time student Rosalind Kelly from AIS 2013-2015 with Assoc Prof Valerie Wright-St.Clair <http://hdl.handle.net/10292/8739>
- Member of Faculty Research Committee for Applied Humanities (2009-2011)
- Member of AUT School of Hospitality & Tourism Board of Study
- Member of AIS Academic Board (2015)

External academic activities and evidence of esteem and international recognition

- Editorial Board Member of the *Journal of Quality Assurance in Hospitality & Tourism*. Regularly review papers for submission to the journal
- Reviewer for *International Journal of Contemporary Hospitality Management*
- Reviewer for *Journal of Hospitality, Leisure, Sport and Tourism Education*
- Reviewer for *Journal of Hospitality & Tourism Research*
- Reviewer for *Journal of Consumer Studies*

- Reviewer for *Journal of China Tourism Research*
 - Reviewer for *Journal of Hospitality & Marketing Management*
 - Reviewer for *Journal of Retailing & Consumer Services*
 - Reviewer for *Journal of Tourism & Hospitality Research*
 - Reviewer for *British Academy of Management 2009 conference*
 - Reviewer for *ApacCHRIE Conference 2010 (Phuket)*
 - Book reviewer for *Managing Service Quality*
 - Member of SKÅL (Auckland) professional association
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VI: TEACHING AND RESEARCH INTERESTS

Teaching

- Principles of Hospitality Management
- Accommodation Operations
- Accommodation Management
- Rooms Division Management
- Hospitality Co-Operative Education
- Facilities Development and Management
- Food and Beverage Management
- Eco-tourism and Sustainable Hospitality Management

Research

- Service Operations Management
- Quality assurance in hospitality businesses
- Facilities management
- Customer satisfaction
- Sustainability

PhD

- An investigation into the customer experience of airports.
 - Supervisory team: Assoc. Prof. J Nevan Wright, Assoc. Prof. Michael Lück, working across the Faculty of Business & Law and the Faculty of Culture & Society
 - D01 approved February 2010; D09 approved February 2012; Ethics approval May 2012
 - Sabbatical approved for fieldwork Jan – July 2013
 - Vice-Chancellor's Doctoral Scholarship award Jan – July 2014
 - Viva April 2015 – corrections to the satisfaction of the primary supervisor
 - Graduation July 2015
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VII: RECREATION

Travel, running, scouting (warranted leader), reading.

VIII: PUBLICATIONS

PhD

Losekoot, E. (2015). *Factors influencing the airport customer experience: A case study of Auckland International Airport's customers*. (Unpublished Doctoral Thesis): Auckland University of Technology, New Zealand. Available from: <http://hdl.handle.net/10292/8739>

Book chapters:

LOSEKOOT, E., Lasten, E., and Phu, C.T. (in press). 'Tourism education in Vietnam', in Liu, C. and Schaenzel, H. *Tourism Education and Asia*, Springer

MacLellan, R., Baum, T., Goldsmith, A., Kokkranikal, J., LOSEKOOT, E., Miller, S., Morrison, A., Nickson, D., Taylor, J.S., Thompson, K. (eds) (2004). *Proceedings of Tourism: State of the Art II (27-30 June)*, Glasgow, Scotland, UK
ISBN:0-9548039-0-6

Alexander, M. J., and LOSEKOOT, E. (2000) 'Are restaurant dress codes in decline?', in Wood, RC (2000), *Strategic Questions in Food and Beverage Management*, London: Butterworth-Heinemann pp195-207.

Refereed journal papers:

Losekoot, E., and Theresa, Z., (2018). Retirement villages: Hospitals or hospitality operations – Management attributes and traits. *Journal of Hospitality and Tourism Management*, 34(March), 75-81. doi:10.1016/j.jhtm.2017.12.003

Taumoepeau, S., Towner, N., and LOSEKOOT, E. (2017). Low-cost carriers in Oceania, Pacific: Challenges and opportunities. *Journal of Air Transport Management*, 65, 40-42.

Crutzen, J., LOSEKOOT, E., and Staal, A. (2016). Facilities management professional development: A New Zealand case study. *Open Journal of International Education*, 1(1), 45-67.

Kelly, R., LOSEKOOT, E., and Wright-StClair, V.A. (2016). Hospitality in hospitals: The importance of caring about the patient. *Hospitality & Society*, 6(2), 113-129. doi: 10.1386/hosp.6.2.113_1

Neill, L., Johnston, C., and LOSEKOOT, E. (2016). New ways of gazing: the refractive gaze. *International Journal of Tourism Anthropology*, 5(1/2), 138-151.

LOSEKOOT, E. and Wong, L. (2014). Culturally responsible curriculum development in hospitality, tourism and events management. *Ara Journal of Tourism Research*, 4(1), 61-69.

Peter, C., Poulston, J. and LOSEKOOT, E. (2014). Terrorism, rugby and hospitality: She'll be right. *Journal of Destination Marketing & Management*, 3, 253-261. doi:10.1016/j.jdmm.2014.03.001

Legget, J.A., LOSEKOOT, E., Neill, L. and Wood, Y. (2014). Are posters worth the paper they are printed on? The pedagogy of posters in hospitality and tourism management education. *SCHOLE: A Journal of Leisure Studies and Recreation Education*, 29(1), 91-101.

Kim, BCP, LOSEKOOT, E. & Milne, S. (2013). Consequences of empowerment among restaurant servers: Helping behaviors and average check size. *Management Decision*, 51(4), 781-794. doi:10.1108/00251741311326563

Kokkranikal, J., Antony, J., Kosgi, H., & LOSEKOOT, E. (2013). Barriers and challenges in the application of Six Sigma in the hospitality industry: Some observations and findings. *International Journal of Productivity and Performance Management*, 62(3), 317-322. doi:10.1108/17410401311309203

Schitko, D., & LOSEKOOT, E. (2012). An Investigation of the Attitudes of Travel and Tourism Intermediaries to Mature Travellers. *Journal of Tourism*, 13(1), 61-78.

LOSEKOOT, E., & Hull, J. S. (2012). Customer orientation of cruise destinations in Newfoundland and Labrador, Canada - exploring key issues for ports and the cruise lines.. *Tourism: An International Interdisciplinary Journal*, 60(1), 71-90. Retrieved from <http://hrcak.srce.hr/turizam>

Losekoot, E (2009) 'Hospitality – a people and profit thing', *The Hospitality Review*, April, pp 5-10.

LOSEKOOT, E, Leishman, E, & Alexander, MJ, (2008) 'How change does not happen: The impact of culture on a submarine base', *Tourism and Hospitality Research*, Vol 8, No 4, pp255-264

Losekoot, E (2008) 'Breaking the mould', *The Hospitality Review*, April, pp 5-10.

Losekoot, E (2007) 'Is Hilton my Forte?', *The Hospitality Review*, April, pp 5-11.

Losekoot, E (2006) 'Half brains- half luck', *The Hospitality Review*, April, pp 5-12.

Losekoot, E (2005) 'Success on a plate', *The Hospitality Review*, April, pp 5-10.

Hassanien, A & LOSEKOOT, E (2002) 'The application of facilities management expertise to the hotel renovation process', *Facilities*, Vol 20, No 7/8, pp230-238

Tantawy, A & LOSEKOOT, E (2001) 'An assessment of key hotel guest contact personnel in handling guest complaints', *Journal of Quality Assurance in Hospitality & Tourism*, Vol 1, No 4, pp21-43

LOSEKOOT, E & Wood, RC (2001) 'Scottish tourism employment', *Scottish Affairs Journal*, Issue 34, pp91-106

LOSEKOOT, E, Verginis, CS, Wood, RC (2001) 'Out for the count: some methodological questions in 'publications counting' literature', *International Journal of Hospitality Management*, Vol 20, Issue 3, September pp233-244.

LOSEKOOT, E, Wezel, R van, Wood, RC (2000) 'Conceptualising and operationalising the research interface between Facilities Management and Hospitality Management' *Facilities*, Vol 19, No 7/8 pp296-303

Losekoot, E (2000) 'The quality movement - new paradigm or money for old rope?', *The Hospitality Review*, July, pp 55-59.

Report:

Nickson, D. Baum, T. LOSEKOOT, E. Morrison, A. Frochot, I. (2002) '*Skills, organisational performance and economic activity in the hospitality industry: a literature review*', 5 ed Universities of Oxford and Warwick, SKOPE: Economic and Social Research Council Centre for Skills, Knowledge and Organisational Performance (SKOPE)

Refereed conference papers:

Losekoot, E., Addison, A., and Theresa, Z. (2018). Why is it critical for hospitality to be studied in an airport setting? *Critical Hospitality Studies Symposium II: Hospitality IS Society, (2-4 July)*. Auckland, New Zealand.

Losekoot, E., & Theresa, Z. (2017). Rest home managers – Where are they all coming from? In C. Lee, S. Filep, J.N. Albrecht & W.J.L. Coetzee (Eds.), *Time for big ideas? Re-thinking the field for tomorrow. CAUTHE 2017 Conference Proceedings (7-10 Feb)* (pp. 704-706). Dunedin, New Zealand.

Towner, N., Taumoepeau, S. & Losekoot, E. (2017). Air travel on the Sabbath in Tonga: Economic necessity or culturally offensive big idea? In C. Lee, S. Filep, J.N. Albrecht & W.J.L. Coetzee (Eds.), *Time for big ideas? Re-thinking the field for tomorrow. CAUTHE 2017 Conference Proceedings (7-10 Feb)* (pp. 845-848). Dunedin, New Zealand.

Losekoot, E., & Lugosi, P. (2016). A New Zealand Airport Customer Experience Model. (pp 102-113). Proceedings Editors: McMahan-Beattie, U. and Boyd, S. *CHME2016 Conference: Inspire, Innovate, Succeed withing Hospitality Management*, Ulster University Business School, Belfast, UK. Awarded best theme conference paper.

Crutzen, J., LOSEKOOT, E., & Staal, A. (2015). FM Kiwi-style: The development of FM professionals in New Zealand. *European Facility Management Conference*. Glasgow, Scotland, UK.

LOSEKOOT, E. (2015). Airports: Places or Non-places - Who cares? *2nd Symposium of the Transport and Tourism Special Interest Group*, Auckland, New Zealand, 15 Apr 2015 - 17 Apr 2015. Proceedings Editors: Luck M. 2nd Symposium of the Transport and Tourism Special Interest Group. 16-16. 15 Apr (Awarded Best Paper)

Neill LJ*, Johnston C, LOSEKOOT, E. (2015). The gaze of hospitality employability. *AIRAANZ 2015 Conference: Pacific Employment Relations*, Auckland, New Zealand, 03 Feb 2015 - 05 Feb 2015. 05 Feb 2015

Wood, Y., LOSEKOOT, E., Neill, L. J., & Legget, J. (2014). How high is the gloss on cooperative education posters?. In *New Zealand Association for Cooperative Education 2014 Conference Proceedings: Embracing Change* (pp. 1-49). Christchurch New Zealand: New Zealand Association for Cooperative Education. Retrieved from <http://www.nzace.ac.nz/>

Losekoot, E., & Wright. (2014). Heideggerian Da-sein in the airport customer experience. In *Council for Hospitality Management Education 2014 Annual Research Conference*. Buxton, UK. Awarded best theme conference paper

LOSEKOOT, E*., & Wright, N. (2013). A conceptual model of the management of creativity and innovation in airports. In J. Fountain, & K. Moore (Eds.), *Tourism and global change: On the edge of something big. CAUTHE 2013 Conference Proceedings* (pp. 463-468). Christchurch, New Zealand.

LOSEKOOT, E*., & Sherlock, D. (2013). Alcohol and hospitality - Operational decisions on a marae. In J. Fountain, & K. Moore (Eds.), *Tourism and Global Change: On the edge of something big. CAUTHE 2013 Conference Proceedings* (pp. 469-473). Lincoln, New Zealand: Lincoln University.

Peter, C., LOSEKOOT, E*., & Poulston, J. (2013). Be prepared or she'll be right? Terrorism, hotels and mega events in New Zealand.. In J. Fountain, & K. Moore (Eds.), *Tourism and Global Change: On the edge of something big. CAUTHE 2013 Conference Proceedings* (pp. 591-603). Lincoln, NZ: Lincoln University.

Wright, N., & LOSEKOOT, E*. (2012). Interpretative Research Paradigms: Points of Difference. In *Proceedings of the 11th European Conference on Research Methods* (pp. 416-422). Retrieved from http://gateway.webofknowledge.com/gateway/Gateway.cgi?GWVersion=2&SrcApp=PARTNER_APP&SrcAuth=LinksAMR&KeyUT=000308297200050&DestLinkType=FullRecord&DestApp=ALL_WOS&UsrCustomerID=cd817305531d2eca5213c6dd3db75c82

LOSEKOOT, E*. (2012). Security v Hospitality in airports - a pyrrhic victory?. In *Security of Geography/Geography of Security Annual Conference 2012 Proceedings* (pp. 189). London, UK: RGS-IBG. Retrieved from <http://conference.rgs.org/conference/sessions/View.aspx?heading=Y&session=464efe4-8a95-45c7-96f6-2024754d4980>

LOSEKOOT, E*., Wright, J. N. (2011). 'Transporting people to new experiences: The role of airport spaces'. Paper presented at the *Royal Geographical Society Annual International Conference*, London, UK (31 Aug – 2 Sept).

Kim, BP.*., LOSEKOOT, E., Milne, S. (2011). 'Impact of psychological empowerment for individual service workers'. Paper published in *Conference Proceedings of the 2nd International Research Symposium in Service Management*, Yogyakarta, Indonesia (26-30 July), p392-401.

Schitko, D*., LOSEKOOT, E. (2011). 'Is New Zealand ready for the Baby Boomers? Servicing senior travelers'. Paper presented at the *Annals of Tourism Research: Advancing the Social Science of Tourism Conference*, Guildford, UK (28 June – 1 July), p111-112.

Emery, E*., Erickson, A., LOSEKOOT, E*., (2010) 'An evaluation of the effectiveness of Auckland restaurant websites'. Paper presented at the *New Zealand Tourism & Hospitality Research Conference*, Auckland University of Technology, Auckland, NZ, (24-26 November).

Harkison, T., LOSEKOOT, E. (2010) 'What has Shrek got to do with an international hospitality degree: Shrek, Donkey and the Onion of Hospitality'. Paper presented at the *New Zealand Tourism & Hospitality Research Conference*, Auckland University of Technology, Auckland, NZ, (24-26 November).

Harrap, G., LOSEKOOT, E, (2010) 'Customer satisfaction management – a multi-unit case study'. Paper presented at the *New Zealand Tourism & Hospitality Research Conference*, Auckland University of Technology, Auckland, NZ, (24-26 November).

LOSEKOOT, E, Wong, L, (2010) 'Culturally responsible curriculum development in hospitality, tourism and events management'. Paper presented at the *New Zealand Tourism & Hospitality Research Conference*, Auckland University of Technology, Auckland, NZ, (24-26 November).

Hull, J., LOSEKOOT, E. (2009) 'Customer orientation of cruise destinations in Newfoundland and Labrador, Canada – are they ready for challenging economic times?' Paper presented at the *19th Nordic Symposium in Tourism and Hospitality Research*, Akureyri, Iceland, (22-25 September).

Erickson A*, LOSEKOOT, E*, O'Gorman K, (2009) 'The YMCA line-up and hotel guests – what do they have in common?'. Paper presented at the *New Zealand International Hospitality Management Conference*, University of Waikato/Bay of Plenty Polytechnic, Tauranga, NZ, (16-17 November).

Losekoot, E (2009) 'The impact of self-service terminals and internet check-in facilities on the airport service experience'. Paper presented at the *16th international conference of the European Institute of Retailing and Services Studies (EIRASS)*, 2009, Niagara Falls, Canada, (6–9 July).

Mosiewicz, R., LOSEKOOT, E.*, (2009). 'The impact of security processes on the passenger airport experience'. Paper published in conference proceedings at the *18th Annual Council for Hospitality Management Education Conference*, Eastbourne, May.

LOSEKOOT, E, Leishman E, Alexander M, (2008) 'How change doesn't happen: the impact of culture on a submarine base'. Paper published in conference proceedings at the *17th Annual Council for Hospitality Management Education Conference*, Glasgow, May.

Losekoot, E (2007) 'An investigation into the usefulness of academic models when evaluating customer feedback in an international airport setting'. Paper presented at the *International Hospitality & Tourism Virtual Conference*, <http://www.ihtvc.com/>, April.

Leishman E, LOSEKOOT E, Alexander M, Baum T, (2006) 'From mess to supermess: introducing social change in a UK military context'. Paper presented at the *International Hospitality & Tourism Virtual Conference*, <http://www.ihtvc.com/>, April.

Losekoot, E (2006) 'An evaluation of the usefulness of the Servuction Model in the evaluation of service encounters'. Paper presented at the *International Hospitality & Tourism Virtual Conference*, <http://www.ihtvc.com/>, April

Losekoot, E (2004) 'An investigation into the impact of outsourcing in hospitality'. Paper presented at *Tourism: State of the Art II: 2004*, Glasgow, June.

Losekoot, E (2000) 'An investigation into periodical preference among hospitality postgraduate students'. Paper presented at *IAHMS/HSMAI/EuroCHRIE European Congress*, Maastricht, The Netherlands, October.

LOSEKOOT, E, Wezel, R van, Wood, RC (2000) 'Conceptualising and operationalising the research interface between Facilities Management and Hospitality Management.' Paper presented at the *World Workplace Europe (Facilities Management) Conference*, Glasgow, Scotland. 11-13 June.

Chaired conference sessions:

Council for Australian Tourism and Hospitality Education (CAUTHE) *Time for big ideas? Re-thinking the field for tomorrow* (7-10Feb, 2017), Dunedin, New Zealand.

Council for Hospitality Management Education conference (CHME), Glasgow, Belfast, N.I. (4 - 6 May 2016)

CRIE 7th Biennial conference, Auckland, New Zealand (18-20 January 2016)

APacCHRIE conference, Auckland, New Zealand (10-12 June 2015)
New Zealand Tourism & Hospitality Research Conference, Auckland, New Zealand, (16/17 November 2010)

New Zealand International Hospitality Conference, Tauranga, New Zealand, (16/17 November 2009)

Council for Hospitality Management Education conference (CHME), Eastbourne, England (13-15 May 2009)

Council for Hospitality Management Education conference (CHME), Glasgow, Scotland (14-16 May 2008)

Tourism: State of the Art II:2004 conference, Glasgow, Scotland, (27-30 June 2004)

World Workplace Europe conference (WWE), Glasgow, Scotland (11-13 June 2000)

Book review:

Book review of *Tourist customer service satisfaction: An encounter approach*, by Noe, F. P., Uysal, M. & Magnini, V. P., (2011) for *Managing Service Quality* 21(5), 570-570.

Carried out book reviews for Butterworth-Heinemann publishers on proposals for a Facilities Management and Design text book, an Internet for Hospitality text book, a hospitality operations management text book, a Service Operations Management text book and a Tourism Management text book for CEngage.

October, 2018