

Read Mind The Gap Tourism Grade 12 Siloo

Our pupils' success will be defined by their ability to read fluently and skilfully. But despite universal acceptance of reading's vital importance, the reading gap in our classroom remains, and it is linked to an array of factors, such as parental wealth, education and book ownership, as well as classroom practice. To close this gap, we need to ensure that every teacher has the knowledge and skill to teach reading with confidence. In *Closing the Reading Gap*, Alex Quigley explores the intriguing history and science of reading, synthesising the debates and presenting a wealth of usable evidence about how children develop most efficiently as successful readers. Offering practical strategies for teachers at every phase of their teaching career, as well as tackling issues such as dyslexia and the role of technology, the book helps teachers to be an expert in how pupils 'learn to read' as well as how they 'read to learn' and explores how reading is vital for unlocking a challenging academic curriculum for every student. With a focus on nurturing pupils' will and skill to read for pleasure and purpose, this essential volume provides practical solutions to help all teachers create a rich reading culture that will enable every student to thrive in school and far beyond the school gates.

Providing unbiased and informative advice for those considering a gap-year, year out or career break. A must-have reference guide for those considering time spent volunteering, studying or working in the UK or abroad.

Explores some of the careers in the hospitality, human services, and tourism field for high school graduates who believe four years of higher education is not the right choice for them. The early days of tourism development had a naïve vision of tourism's impacts on society in

terms of economic, social, and environmental benefits. Time has passed, and we have learnt lessons regarding the success and failure of tourism development. Mass tourism development has pros and cons and is not necessarily the optimal development model. Alternative development strategies should be contemplated. This Special Issue deals with different topics concerning optimal tourism development. Destination management requires further understanding of different issues, such as carrying capacity, income-based optimal supply size, identification and development of optimal market niches, and adaptation or environmental protection strategies. Tourism planning is concerned with the role of economies of agglomeration, i.e., the advantages of spatial clusters vs scattered development. Additionally, support for and investment in innovation, accessibility, and mobility are relevant nowadays. From the stakeholders' perspective, it is relevant to discuss ways of cooperating and sources of conflicts among different sectors and actors, governance and incentives for sustainable tourism practices, and equity and economic distribution of benefits. Finally, the development of methodological tools for the assessment of optimal tourism development is necessary for policy making, in particular the development of methods that are capable of integrating economic, environmental, and social criteria.

INSTANT NEW YORK TIMES BESTSELLER “One of the most important books I’ve ever read—an indispensable guide to thinking clearly about the world.” – Bill Gates “Hans Rosling tells the story of ‘the secret silent miracle of human progress’ as only he can. But Factfulness does much more than that. It also explains why progress is so often secret and silent and teaches readers how to see it clearly.” —Melinda Gates “Factfulness by Hans Rosling, an outstanding international public health expert, is a hopeful book about the potential for human

progress when we work off facts rather than our inherent biases." - Former U.S. President Barack Obama

Factfulness: The stress-reducing habit of only carrying opinions for which you have strong supporting facts. When asked simple questions about global trends—what percentage of the world’s population live in poverty; why the world’s population is increasing; how many girls finish school—we systematically get the answers wrong. So wrong that a chimpanzee choosing answers at random will consistently outguess teachers, journalists, Nobel laureates, and investment bankers. In *Factfulness*, Professor of International Health and global TED phenomenon Hans Rosling, together with his two long-time collaborators, Anna and Ola, offers a radical new explanation of why this happens. They reveal the ten instincts that distort our perspective—from our tendency to divide the world into two camps (usually some version of us and them) to the way we consume media (where fear rules) to how we perceive progress (believing that most things are getting worse). Our problem is that we don’t know what we don’t know, and even our guesses are informed by unconscious and predictable biases. It turns out that the world, for all its imperfections, is in a much better state than we might think. That doesn’t mean there aren’t real concerns. But when we worry about everything all the time instead of embracing a worldview based on facts, we can lose our ability to focus on the things that threaten us most. Inspiring and revelatory, filled with lively anecdotes and moving stories, *Factfulness* is an urgent and essential book that will change the way you see the world and empower you to respond to the crises and opportunities of the future. --- “This book is my last battle in my life-long mission to fight devastating ignorance...Previously I armed myself with huge data sets, eye-opening software, an energetic learning style and a Swedish bayonet for sword-swallowing. It wasn’t enough. But I hope this

book will be.” Hans Rosling, February 2017.

This book examines the global scope of tourism-related grabbing of land and other natural resources. Tourism is often presented as a peaceful and benevolent sector that brings people from different cultural backgrounds together and contributes to employment, poverty alleviation, and global sustainable development. This book sheds light on the lesser known and much darker side of tourism as it unfolds in the Global South. While there is no doubt that tourism has been an engine of economic growth for many so-called developing countries, this has often come at the cost of widespread dispossession and displacement of Indigenous and non-indigenous communities. In many countries of the Global South, tourism development is increasingly prioritised by governments, businesses, international financial institutions and donors over the legitimate land and resource rights of local people. This book examines the actors, drivers, mechanisms, discourses and impacts of tourism-related land grabbing and displacement, drawing on more than thirty case studies from Latin America and the Caribbean, sub-Saharan Africa, South and Southeast Asia, the Middle East and the Southwest Pacific. The book provides solid grounds for an informed debate on how different actors are responsible for the adverse impacts of tourism on land rights infringements, what forms of resistance have been deployed against tourism-related land grabs and displacement, and how those who have violated local land and resource rights can be held accountable. *Tourism, Land Grabs and Displacement* will be essential reading for students and scholars of land and resource grabbing, tourism studies, development studies and sustainable development more broadly, as well as policymakers and practitioners working in those fields. This book is a response to the burgeoning interest in cultural tourism and the associated need

for a coherently theorized approach for understanding the practices that such an interest creates. Cultural tourism has become an important and popular aspect of contemporary tourism studies, as well as providing a rich seam of upscale product development opportunities in the industry as a whole. Much of the related literature, however, focuses upon describing and categorizing cultural tourism from a supply-side perspective. This has prompted the taxonomizing of cultural tourists on the basis of their level of involvement and interest in cultural tourism products and/or their economic worth as a sought after market segment. There have been few recent attempts at a rigorous re-theorization of the issues beyond conventional representational theories; this book aims to fill that void. This groundbreaking volume provides a theoretical and empirical account of what it means to be a cultural or heritage tourist. It achieves this by exploring the interactions of people with places, spaces, intangible heritage and ways of life, not as linear alignments but as seductive 'moments' of encounter, engagement, performance and meaning-making, which are constitutive of cultural experience in its broadest sense. The book further explores encounters in cultural tourism as events that capture and constitute important social relations involving power and authority, self-consciousness and social position, gender and space, history and the present. It also explores the consequences these insights have for our understanding of culture and heritage and its management in the context of tourist activity. In capturing the 'cultural moment', this book provides a better understanding of the motivations, on-site activities, meaning constructions and other cultural work done by both tourists and tourist operators. The volume confronts and explores the cultural, political and economical interrelations between culture, heritage and the tourism industry. In so doing, it also investigates how this co-mingling of identity,

representation and social life may be better apprehended with the wider shift in critical thought towards notions of affect and performativity. The book is a fundamental and influential contribution to research in this field. It will be of significant value to students, academics and researchers interested in this broad topic area.

This handbook analyzes the main issues in the field of hospitality marketing by focusing on past, present and future challenges and trends from a multidisciplinary global perspective. The book uniquely combines both theoretical and practical approaches in debating some of the most important marketing issues faced by the hospitality industry. Parts I and II define and examine the main hospitality marketing concepts and methodologies. Part III offers a comprehensive review of the development of hospitality marketing over the years. The remaining parts (IV–IX) address key cutting-edge marketing issues such as innovation in hospitality, sustainability, social media, peer-to-peer applications, Web 3.0 etc. in a wide variety of hospitality settings. In addition, this book provides a platform for debate and critical evaluation that enables the reader to learn from the industry's past mistakes as well as future opportunities. The handbook is international in its constitution as it attempts to examine marketing issues, challenges and trends globally, drawing on the knowledge of experts from around the world. Because of the nature of hospitality, which often

makes it inseparable from other industries such as tourism, events, sports and even retail, the book has a multidisciplinary approach that will appeal to these disciplines as well as others including management, human resources, technology, consumer behavior and anthropology.

This brand new edition of English in Mind revises and updates a course which has proven to be a perfect fit for classes the world over. Engaging content and a strong focus on grammar and vocabulary combine to make this course a hit with both teachers and students.

In Olen Steinhauer's explosive New York Times bestseller, Milo Weaver has tried to leave his old life of secrets and lies behind by giving up his job as a "tourist" for the CIA—an undercover agent with no home, no identity—and working a desk at the CIA's New York headquarters. But staying retired from the field becomes impossible when the arrest of a long-sought-after assassin sets off an investigation into one of Milo's oldest colleagues and friends. With new layers of intrigue being exposed in his old cases, he has no choice but to go back undercover and find out who's been pulling the strings once and for all. In *The Tourist*, Olen Steinhauer—twice nominated for the Edgar Award—tackles an intricate story of betrayal and manipulation, loyalty and risk, in an utterly compelling novel that is both thoroughly modern and yet also reminiscent of the

espionage genre's most touted luminaries.

This book documents and explains civil defence preparations for national cyber emergencies in conditions of both peace and war. The volume analyses the escalating sense of crisis around state-sponsored cyber attacks that has emerged since 2015, when the United States first declared a national emergency in cyberspace. It documents a shift in thinking in the USA, from cooperative resilience-oriented approaches at national level to more highly regulated, state-led civil defence initiatives. Although the American response has been mirrored in other countries, the shift is far from universal. Civil defence strategies have come into play but the global experience of that has not been consistent or even that successful. Containing contributions from well-placed scholars and practitioners, this volume reviews a selection of national experiences (from the USA, Australia, India, China, Estonia, and Finland) and a number of key thematic issues (information weapons, alliance coordination, and attack simulations). These demonstrate a disconnect between the deepening sense of vulnerability and the availability of viable solutions at the national level. Awareness of this gap may ultimately lead to more internationally oriented cooperation, but the trend for now appears to be more conflictual and rooted in a growing sense of insecurity. This book will be of much interest to students of cyber security, homeland security,

disaster management, and international relations, as well as practitioners and policy-makers.

In this book Tiya Miles explores the popular yet troubling phenomenon of "ghost tours," frequently promoted and experienced at plantations, urban manor homes, and cemeteries throughout the South. As a staple of the tours, guides entertain paying customers by routinely relying on stories of enslaved black specters. But who are these ghosts? Examining popular sites and stories from these tours, Miles shows that haunted tales routinely appropriate and skew African American history to produce representations of slavery for commercial gain. "Dark tourism" often highlights the most sensationalist and macabre aspects of slavery, from salacious sexual ties between white masters and black women slaves to the physical abuse and torture of black bodies to the supposedly exotic nature of African spiritual practices. Because the realities of slavery are largely absent from these tours, Miles reveals how they continue to feed problematic "Old South" narratives and erase the hard truths of the Civil War era. In an incisive and engaging work, Miles uses these troubling cases to shine light on how we feel about the Civil War and race, and how the ghosts of the past are still with us. This book critically explores the interconnections between tourism and the contemporary city from a policy-oriented standpoint, combining tourism

perspectives with discussion of urban models, issues, and challenges. Research-based analyses addressing managerial issues and evaluating policy implications are described, and a comprehensive set of case studies is presented to demonstrate practices and policies in various urban contexts. A key message is that tourism policies should be conceived as integrated urban policies that promote tourism performance as a means of fostering urban quality and the well-being of local communities, e.g., in terms of quality spaces, employment, accessibility, innovation, and learning opportunities. In addition to highlighting the significance of urban tourism in relation to key urban challenges, the book reflects on the risks and tensions associated with its development, including the rise of anti-tourism movements as a reaction to touristification, cultural commodification, and gentrification. Attention is drawn to asymmetries in the costs and benefits of the city tourism phenomenon, and the supposedly unavoidable trade-off between the interests of residents and tourists is critically questioned.

Planning an Applied Research Project in Hospitality, Tourism and Sports provides a comprehensive and carefully structured treatment of all the aspects involved in planning a research project. Instead of being a statistically oriented book, this text provides a conceptual and process-oriented approach to planning

and conducting research. Written for both students and professionals, it is easy to read, short, and to the point, i.e., practical. The book provides basic, yet comprehensive information about doing research, and can be used not only in a “research methods” course where students will have to plan and conduct a research project, but also in earlier course work to help students learn to write research papers. Planning an Applied Research Project in Hospitality, Tourism and Sports covers a range of subjects including: selecting a topic, conducting a literature review, developing a coherent design, and using various research techniques such as interviews, questionnaires, and observations. It also contains information on analyzing data once it has been collected and developing a proposal to obtain support before undertaking a research project. Unique coverage includes: 2 chapters on conducting and writing a literature review, 1 chapter on analyzing data (from both a qualitative and quantitative perspective), 1 chapter on writing a research proposal, and 3 detailed chapters on techniques. Planning Research in Hospitality and Tourism provides an accessible, concise and practical guide to planning, conducting and analysing research in tourism and hospitality. The authors skilfully introduce the basic principles and techniques of research in the international hospitality and tourism sectors, and provide detailed guidance on both quantitative and qualitative methods of research. It

includes a variety of features throughout to aid students' understanding and offers practical tips to help students overcome any potential research issues. Building on the success of the first edition, the volume has been fully revised and updated, and contains new chapters on mixed methods and how to make best use of recent technology in research practices. The second edition also benefits from:

- increased coverage of research design strategies including sampling, ethnography and experimental design
- inclusion of computer-mediated data collection techniques, such as online interviews, online focus groups and online observation (netnographic research)
- new and updated international case studies and extracts, with a more even spread of tourism and hospitality examples of research
- online student and lecturer resources, including PowerPoint slides and a test bank of multiple choice and true/false questions for each chapter.

Written by three leading scholars with experience of both the industry and university courses globally, this insightful text is an essential resource for all tourism and hospitality research students and early career research professionals around the world.

Tourism plays an important role in social development and has attracted the interest of the social sciences, including anthropology where it has become an accepted part of anthropological studies. This book is designed to give an

overview and critical assessment of this developing field of study. Basic research from three theoretical perspectives is reviewed and assessed: tourism as a form of development or acculturation, as a personal transition, and as a kind of social superstructure. In later chapters the applied side of the field is examined, including considerations of tourism policy and sustainable tourism development. Most chapters include summary case studies illustrating some of the important points under examination. The book concludes with a discussion of the integration of basic and applied approaches in the anthropological agenda on tourism and suggestions concerning the future course of study in the field. The European Journal of Tourism Research is an interdisciplinary scientific journal in the field of tourism, published by Varna University of Management, Bulgaria. Its aim is to provide a platform for discussion of theoretical and empirical problems in tourism. Publications from all fields, connected with tourism such as management, marketing, sociology, psychology, geography, political sciences, mathematics, statistics, anthropology, culture, information technologies and others are invited. The journal is open to all researchers. Young researchers and authors from Central and Eastern Europe are encouraged to submit their contributions. Regular Articles in the European Journal of Tourism Research should normally be between 4 000 and 20 000 words. Major research articles of

between 10 000 and 20 000 are highly welcome. Longer or shorter papers will also be considered. The journal publishes also Research Notes of 1 500 – 2 000 words. Submitted papers must combine theoretical concepts with practical applications or empirical testing. The European Journal of Tourism Research includes also the following sections: Book Reviews, announcements for Conferences and Seminars, abstracts of successfully defended Doctoral Dissertations in Tourism, case studies of Tourism Best Practices. The European Journal of Tourism Research is published in three Volumes per year. The full text of the European Journal of Tourism Research is available in the following databases: EBSCO Hospitality and Tourism CompleteCABI Leisure, Recreation and TourismProQuest Research Library Individual articles can be rented via journal's page at DeepDyve. The journal is indexed in Scopus and Thomson Reuters' Emerging Sources Citation Index. The editorial team welcomes your submissions to the European Journal of Tourism Research.

This book presents the latest research into the application of information and communication technologies within the travel and tourism sectors. Readers will find insightful contributions on a wide range of topics, including digital marketing, social media and online travel reviews, mobile computing, augmented and virtual reality, gamification, recommender systems, electronic distribution, online

education and learning, and the sharing economy. Particular attention is devoted to the actual and potential impact of big data, and the development and implementation of digital strategies, including digital marketing and the digital economy. In addition to the description of research advances and innovative concepts, a number of informative case studies are presented. The contents of the book are based on the 2018 ENTER eTourism conference, held in Jönköping, Sweden. The volume will appeal to all academics and practitioners with an interest in the most recent developments in eTourism.

Research delivers a multitude of approaches to value creation, represented here as a set of definitions, perspectives and interpretations of how tourists, as customers, create value alone and with others. Now updated throughout, *Creating Experience Value in Tourism, 2nd Edition* provides a clarification of these approaches as well as a practical translation as to how they can work within industry. Concluding with a summary of the areas for future research, this is a key resource for researchers, particularly those interested in experience value and co-creation, as well as a useful read for students of tourism and related industries.

This book explores the ways and means by which English threatens the vitality and diversity of other languages and cultures in the modern world. Using the

metaphor of the Hydra monster from ancient Greek mythology, it explores the use and misuse of English in a wide range of contexts, revealing how the dominance of English is being confronted and counteracted around the globe. The authors explore the language policy challenges for governments and education systems at all levels, and show how changing the role of English can lead to greater success in education for a larger proportion of children. Through personal accounts, poems, essays and case studies, the book calls for greater efforts to ensure the maintenance of the world's linguistic and cultural diversity. The Bulletin of the Atomic Scientists is the premier public resource on scientific and technological developments that impact global security. Founded by Manhattan Project Scientists, the Bulletin's iconic "Doomsday Clock" stimulates solutions for a safer world.

Based on the accounts of British and Anglo-Irish travelers, 'Creating Irish Tourism' charts the development of tourism in Ireland from its origins in the mid-eighteenth century to the country's emergence as a major European tourist destination a century later. The work shows how the Irish tourist experience evolved out of the interactions among travel writers, landlords, and visitors with the peasants who, as guides, jarvies, venders, porters and beggars, were as much a part of Irish tourism as the scenery itself.

In 1948, philosopher Richard Weaver argued that ideas have consequences. This book explores three diverse consequences flowing from one ideacommunism. In Soviet Russia, the idea became dogma, a type of secular religion. The Soviet Secular Religion skewed all the efforts of central planners in a pre-determined direction, with debilitating effects, from the reign of Lenin to Stalin and Brezhnev. SSR empowered Mikhail Gorbachev in his attempts at reform, even while it constrained those efforts, and blinded him to the unfolding collapse of the system. Formed soon after the Bolshevik Revolution, the Communist Party of India had its own theoreticians and leaders, and a diversity of opinions. But their reliance on Moscow's authority to maintain consensus meant for them dependence; in short, the CPI became a pawn of the Kremlin. Russian interests often conflicted with those of South Asia, confounding the CPI's chances for success. Moreover, the People's Republic of China promoted competing ideas, and the Moscow/Peking split prompted a mirroring, and fatal, schism within the CPI. In the United States, anti-communism fueled Containment, the Cold War paradigm. The most dangerous aspect of this conflict of ideas, a threat that was truly existential, was always 'The Bomb' (or rather, tens of thousands of them). American nuclear policy may be divided into three eras. In the 1940s and 50s, anti-communist ideology dominated political discourse, and

the U.S. sought a preponderance in arms. Around 1960, rationality became the vogue, ushering in the era of Detente. Finally, ideology returned with the election of 1980, shaping policies that helped end the long confrontation of ideas. Where Soviet dogma obsessed over production, the American Ideology is engrossed with consumption. The book's afterword argues that American economic planners are unconsciously biased, in a manner similar if antipodal to that of Soviet economists. Something like a Gorbachev moment, where skewed indicators show progress even as the system collapses, is not impossible for the United States.

Looks at the development of internationalism, interviews average U.S. citizens who are committed to helping the world's poor, and lists internationalist organizations.

Planning Research in Hospitality and Tourism provides a concise and clear approach to planning research projects which are a necessity in most hospitality and tourism courses taught at degree level. The text considers the particular characteristics of the hospitality and tourism industry, whilst providing a balanced approach toward both quantitative and qualitative methods of research. The text also carefully considers the international aspect of the industry and the people it employees, which supports the books aims of: * Providing an excellent

understanding of the basic principles of conducting research, in a straight forward “no nonsense” guide * Carefully considering the particular characteristics of the hospitality and tourism sectors in relation to embarking on a research project in the area * Including in each chapter an “International Dimension” section, as well as case studies, questions and reflections on the research process

This second edition updates a course which has proven to be a perfect fit for classes the world over. The Teacher's Resource Book contains the content for Combos 1A and 1B in one volume. All unit numbers and page references correspond to the Combos. It contains extra photocopiable grammar and communication activities and full pages of teaching tips and ideas specially written by methodology expert, Mario Rinvoluceri. A Combo Testmaker Audio CD/CD-ROM which allows teachers to create and edit their own tests is also available separately, as is Classware for the full edition which integrates the Student's Book, class audio and video.

Corporate Social Responsibility for Sustainable TourismRoutledge
Shortlisted for the 2021 Booker Prize Longlisted for the 2021 National Book Award for Fiction A heartrending new novel from the Pulitzer Prize–winning and #1 New York Times best-selling author of The Overstory. Named one of the Most Anticipated Books of 2021 by Newsweek, Los Angeles Times, New York

Magazine, Chicago Tribune, BuzzFeed, BookPage, Goodreads, Literary Hub, The Millions, New Statesman, and Times of London The astrophysicist Theo Byrne searches for life throughout the cosmos while single-handedly raising his unusual nine-year-old, Robin, following the death of his wife. Robin is a warm, kind boy who spends hours painting elaborate pictures of endangered animals. He's also about to be expelled from third grade for smashing his friend in the face. As his son grows more troubled, Theo hopes to keep him off psychoactive drugs. He learns of an experimental neurofeedback treatment to bolster Robin's emotional control, one that involves training the boy on the recorded patterns of his mother's brain... With its soaring descriptions of the natural world, its tantalizing vision of life beyond, and its account of a father and son's ferocious love, *Bewilderment* marks Richard Powers's most intimate and moving novel. At its heart lies the question: How can we tell our children the truth about this beautiful, imperiled planet?

This book explores the stress of modern life and how thoughts and feelings can both create and bridge the gap between what we have and what we want. Agritourism describes the activity of holiday-making in rural areas, specifically for those seeking a rural experience. Activities can include wine tours, outdoor sports, participation in the rural lifestyle and local community, enjoyment of the

natural environment and the opportunity to enjoy truly locally produced food. Agritourism forms a significant proportion of the tourism sector, and its growth is set to continue in both developed and developing countries. The authors present the depth and variety of agritourism practiced around the world and cover all aspects of the economics and organization of agritourism. Topics discussed include agricultural economics, rural development, marketing, rural policy, different products and services available and the characteristics of agritourists. Research for this publication began in the wake of elections that saw the re-election of President Muhammadu Buhari, who was sworn in on May 2019. The result brought an end to a period of political uncertainty and added new vigor to Africa's largest economy. Nevertheless, despite this new-found stability, Nigeria is still struggling to overcome the impact of years of recession, not to mention the challenges of the low oil price environment and the effects of COVID-19 mitigation measures. This 188-page publication covers finance, gas and power, oil and exploration, industry, IT and telecoms, transport, construction, real estate, agriculture, health, entertainment, and tourism. Consumer behaviour is one of the most explored topics in tourism and hospitality marketing, interchangeably denoted by the terms 'traveller behaviour', 'tourist behaviour' or 'guest behaviour'. Consumer behaviour acts as an origin for

every tourism and hospitality marketing activity. It offers an understanding of why people tend to choose certain products or services and what sort of factors influence them in making their decision. The decision process of buying tourism products or services takes time, because they are mostly intangible in nature due to which there are many risks involved in their buying process. The Routledge Handbook of Consumer Behaviour in Hospitality and Tourism aims to explore and critically examine current debates, critical reflections of contemporary ideas, controversies and pertinent queries relating to the rapidly expanding discipline of consumer behaviour in hospitality and tourism. The Handbook offers a platform for dialogue across disciplinary and national boundaries and areas of study through its diverse coverage. It is divided into six parts: Part I offers an overview of consumer behaviour; Part II focuses on the service quality perspectives of consumer behaviour; Part III deliberates on customer satisfaction and consumer behaviour linkages; Part IV explores the re-patronage behaviour of consumers; Part V addresses the vital issues concerning online consumer behaviour; and Part VI elaborates upon other emerging paradigms of consumer behaviour. Although there is no dearth of empirical studies on different viewpoints of consumer behaviour, there is a scarcity of literature providing conceptual information. The present Handbook is organised to offer a comprehensive

theoretical body of knowledge narrating consumer behaviour, especially for hospitality and tourism businesses and operations. It attempts to fill this research gap by offering a 'globalised' volume comprising chapters organised using both practical and academic approaches. This Handbook is essential reading for students, researchers and academics of Hospitality as well as those of Tourism, Marketing, International Business and Consumer Behaviour.

The Congressional Record is the official record of the proceedings and debates of the United States Congress. It is published daily when Congress is in session. The Congressional Record began publication in 1873. Debates for sessions prior to 1873 are recorded in The Debates and Proceedings in the Congress of the United States (1789-1824), the Register of Debates in Congress (1824-1837), and the Congressional Globe (1833-1873)

This comprehensive volume considers the corporate social responsibility (CSR) of tourism and hospitality firms towards stakeholders, exploring CSR in terms of broad stakeholder accountability by considering both the scope of reporting and the quality of stakeholder engagement. The authors analyse how CSR contributes to shareholder accountability (i.e. as financial performance) by developing a multiple attribute decision-making model to deploy CSR resources, analysing how CSR contributes to the management of systematic risk as part of

an internationalisation strategy, and showing how philanthropy is used as a legitimisation tool. The authors then review how managers negotiate CSR priorities within their organisational strategy by accounting for the utility gained by family firms from ecological and social outcomes in comparison with profit outcomes, analysing the trade-offs of co-constructing a sustainability innovation and weighting factors in water planning. They also review how employees are central to the delivery of CSR actions by exploring how green organisational culture affects organisational citizenship behaviour, how organisational green practices impact an organisation's image and its customers' environmental consciousness and behavioural intentions, and how organisational CSR affects employee pro-environmental citizenship and tourists' pro-environmental citizenship. The book concludes by reviewing the role of consumers in CSR with ten strategies to close the consumers' attitude-behaviour gap and an account of how customers' trust is a mediator between CSR, image and loyalty. This book was originally published as a special issue of the Journal of Sustainable Tourism.

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