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ETourism Fourth Estate

Comprehensive and fully illustrated.

Guidelines on Passenger Name Record (PNR) Data Brookings Institution Press

A biography of a family, and a portrait of an era.

UAV Networks and Communications Cambridge University Press

Plunkett's Transportation, Supply Chain & Logistics Industry Almanac 2008 Plunkett Research, Ltd.

Strategic Airport Planning Prabhat Prakashan

When both an industry's workers and its customers report high and rising frustration with the way they are being treated, something is fundamentally wrong. In response to these conditions, many of the world's airlines have made ever-deeper cuts in services and their workforces. Is it too much to expect airlines, or any other enterprise, to provide a fair return to investors, high-quality reliable service to their customers, and good jobs for their employees? Measured against these three expectations, the airline industry is failing. In the first five years of the twenty-first century alone, U.S. airlines lost a total of \$30 billion while shedding 100,000 jobs, forcing the remaining workers to give up over \$15 billion in wages and benefits. Combined with plummeting employee morale, shortages of air traffic controllers, and increased congestion and flight delays, a total collapse of the industry may be coming. Is this state of affairs inevitable? Or is it possible to design a more sustainable, less volatile industry that better balances the objectives of customers, investors, employees, and the wider society? Does deregulation imply total abrogation of government's responsibility to oversee an industry showing the clear signs of deterioration and increasing risk of a pending crisis? Greg J. Bamber, Jody Hoffer Gittel, Thomas A. Kochan, and Andrew von Nordenflycht explore such questions in a well-informed and engaging way, using a mix of quantitative evidence and qualitative studies of airlines from North America, Asia, Australia, and Europe. *Up in the Air* provides clear and realistic strategies for achieving a better, more equitable balance among the interests of customers, employees, and shareholders. Specifically, the authors recommend that firms learn from the innovations of companies like Southwest and Continental Airlines in order to build a positive workplace culture that fosters coordination and commitment to high-quality service, labor relations policies that avoid long drawn-out conflicts in negotiating new agreements,

and business strategies that can sustain investor, employee, and customer support through the ups and downs of business cycles.

Managing Airports Yale University Press

The second edition of Rigas Doganis' book brings the airline industry story up to date, exploring airline mergers and alliances, price wars, the impact of disasters and the future prospects for the industry as a whole.

Airline Liability : A Seminar on Liability and Claims Handling in the Airline and Aerospace Industries K G Saur Verlag Gmbh & Company

In this second volume of Philip Dwyer's authoritative biography on one of history's most enthralling leaders, Napoleon, now 30, takes his position as head of the French state after the 1799 coup. Dwyer explores the young leader's reign, complete with mistakes, wrong turns, and pitfalls, and reveals the great lengths to which Napoleon goes in the effort to fashion his image as legitimate and patriarchal ruler of the new nation. Concealing his defeats, exaggerating his victories, never hesitating to blame others for his own failings, Napoleon is ruthless in his ambition for power. Following Napoleon from Paris to his successful campaigns in Italy and Austria, to the disastrous invasion of Russia, and finally to the war against the Sixth Coalition that would end his reign in Europe, the book looks not only at these events but at the character of the man behind them. Dwyer reveals Napoleon's darker sides—his brooding obsessions and propensity for violence—as well as his passionate nature: his loves, his ability to inspire, and his capacity for realizing his visionary ideas. In an insightful analysis of Napoleon as one of the first truly modern politicians, the author discusses how the persuasive and forward-thinking leader skillfully fashioned the image of himself that persists in legends that surround him to this day.

Materials Handling Handbook IGI Global

The role of an airport within the air transport system used to be largely incontestable. This book examines various pressures in order to identify changes that are required to the airport planning process. It discusses such issues as: forecasting in an uncertain world; airport market share; airline network choices; and more.

Pearson Education

This book addresses the digitization of all processes and value chains in the tourism, travel, hospitality and catering industries. By exploring the new technological trends it provides a solid basis for analysing the impacts of the Information Communication

Technology (ICT) revolution on the tourism industry. The book adopts a strategic management and marketing perspective for tourism enterprises and destinations. It suggests that ETourism revolutionizes all business processes, the entire value chain as well as the strategic relationships of tourism organizations with all their stakeholders. It additionally focuses on how ICTs are employed in airlines, hotels, travel agencies, tour operators and destinations management organizations. The book demonstrates that tourism ICTs increasingly determine the competitiveness of the organization, and therefore, they are critical for the competitiveness of the industry in the longer term. The book is aimed at advanced undergraduate and postgraduate students in business, tourism and hospitality programmes that need to explore how they can use ICTs in a strategic context. It is also anticipated that researchers and practitioners will find it useful and stimulating. Features and benefits: Strategic perspective demonstrates the contribution of ICTs to the competitiveness of tourism organizations and destinations A wealth of international examples ensure global application and relevance Extensive use of case studies and illustrative examples demonstrate the link between theory and real world tourism situations Discussion topics encourage students to analyse further the information covered Extensive bibliography and further reading encourage more advanced study Associated website featuring up-to-date FT articles and power point slides create a comprehensive teaching and learning package. Dr Dimitrios Buhalis is Course Leader of the MSc in eTourism and Director of the Centre for eTourism Research (CeTR) at the University of Surrey. He is also Adjunct Professor at the Institut de Management Hotelier International (Cornell University - ESSEC Business School) in Paris. He serves as Vice President of the International Federation of Information Technology and Tourism (IFITT) and has chaired several ENTER conferences. He regularly works as adviser for the World Tourism Organisation, the World Tourism and Travel Council and the European Commission.

Smiling Through Turbulence Plunkett Research, Ltd.

Sponsored jointly by the American Society of Mechanical Engineers and International Material Management Society, this single source reference is designed to meet today's need for updated technical information on planning, installing and operating materials handling systems. It not only classifies and describes the standard types of materials handling equipment, but also analyzes the engineering specifications and compares the operating capabilities of each type. Over one hundred professionals in various areas of materials handling present efficient methods, procedures and systems that have significantly reduced both manufacturing and distribution costs.

Manual on the Regulation of International Air Transport eBook Partnership

This book provides a flight plan for riding the impending connectivity transformation curve. It takes the perspective of actionability, highlighting initiatives that executives in airlines and related businesses can use from the insights of multi-industry executives. The emphasis is on execution, not on the concepts themselves. There is a cluster of at least four distinct megatrends that may converge to form disruptive conditions: (1) elevated expectations of existing and new customer segmentations, those who expect available and accessible air mass transportation systems, and those who expect connected services and seamless travel on different modes of transportation; (2) new emerging technology, incorporated in the air and ground vehicles, that will create new opportunities for existing

and new service providers to offer new value propositions; (3) platforms developed around the ecosystem of customers; and (4) the impact on travel that the fast-changing demographic and economic characteristics of two major countries: India and China. These megatrends could lead existing or new businesses to create value propositions specifically dedicated to the new segments once each reaches a critical mass. Drawing on the author's own experience in the airline industry and related businesses, this book discusses the "how", relating to reimagining the business, re-entrepreneurship of the organization, innovating through partnerships, reengaging with customers and employees, and rebranding the business in response to these trends. This book is recommended reading for all senior-level practitioners of airlines and related businesses worldwide.

Information Technology for Strategic Tourism Management Kluwer Law International B.V.

Starting from the premise that airports can be run as commercial successes, *The Airport Business* aims to place the business as a whole within a conceptual framework. The author examines the major issues facing airports throughout the world, and offers an insight into how to deal with the major economic and financial difficulties that are likely to arise in the next decade.

Origins to the Last Frontier Les Presses du réel

PIID is conveniently divided into three easy-access sections: Geographical and ISBN sections provide complete contact information for each publisher, while an Alphabetical Index identifies the publisher's location. (Handbook of International Documentation and Information, Vol. 7)

Applying Sports Success Values in Professional Life John Wiley & Sons

"How does choreographer Meg Stuart create work? In this book, Stuart reflects on her own practice in dialogue with Jeroen Peeters and several (former) Damaged Goods collaborators"--P. 4 of cover.

Up In the Air Plunkett Research, Ltd.

In 1921, Paul Amadeus Dienach, a Swiss-Austrian teacher with fragile health, falls into a one-year-long coma. During this time, his consciousness slides into the future and enters the body of another man in 3906 A.D. When Dienach awakens from his coma, he finds himself back in 1922. Knowing that he doesn't have much time left, he writes a diary, recording whatever he could remember from his amazing experience: the mankind's history in the forthcoming centuries, from the nightmare of overpopulation and World Wars up until the world-changing globalisation, the radical new administration system, the colony on Mars and the next human evolutionary stage. Without any close friends and relatives to entrust, he doesn't say a word to anyone out of fear of being branded a lunatic. Before he dies, he hands his diary to his favourite student, George Papachatzis, later prominent Professor of Law and Rector of Panteion University of Greece. The diary circulates as hidden knowledge amongst high ranking masons in the lodges of Athens. In 1972, professor Papachatzis, despite an intense dispute, decides to publish Dienach's diary in Greek. Paul Dienach was not an author, poet, or professional writer. Rather, he was an ordinary man who kept a journal, never with the expectation that it would be published. This unique and controversial book, a universal legacy, is now carefully edited, translated and available to everyone. This is the history of our future! We deliver it to you."

The Airport Business Cornell University Press

This new almanac will be your ready-reference guide to the E-Commerce & Internet Business worldwide! In one carefully-researched volume, you'll get all of the data you need on E-Commerce & Internet Industries, including: complete E-Commerce statistics and trends;

Internet research and development; Internet growth companies; online services and markets; bricks & clicks and other online retailing strategies; emerging e-commerce technologies; Internet and World Wide Web usage trends; PLUS, in-depth profiles of over 400 E-Commerce & Internet companies: our own unique list of companies that are the leaders in this field. Here you'll find complete profiles of the hot companies that are making news today, the largest, most successful corporations in all facets of the E-Commerce Business, from online retailers, to manufacturers of software and equipment for Internet communications, to Internet services providers and much more. Our corporate profiles include executive contacts, growth plans, financial records, address, phone, fax, and much more. This innovative book offers unique information, all indexed and cross-indexed. Our industry analysis section covers business to consumer, business to business, online financial services, and technologies as well as Internet access and usage trends. The book includes numerous statistical tables covering such topics as e-commerce revenues, access trends, global Internet users, etc. Purchasers of either the book or PDF version can receive a free copy of the company profiles database on CD-ROM, enabling key word search and export of key information, addresses, phone numbers and executive names with titles for every company profiled.

The Airline Business Psychology Press

Liability and claims handling have always been at the focus of attention for many aviation lawyers, be it in private practice, with airlines or insurers, manufacturers, airport operators, national governments and international organisations or in academia. The European Air Law Association (EALA) organised a seminar in Munich which provide an opportunity to discuss all aspects of this area of the law.

United Kingdom & Ireland Springer Nature

Provides detailed information on more than 20,000 U.S. and Canadian publishers, including nearly 1,000 distributors, wholesalers and jobbers, as well as small independent presses. The latest edition adds approximately 500 new entries with increased Canadian listings and Web site and e-mail addresses.

Assess Competence Plunkett's Transportation, Supply Chain & Logistics Industry Almanac 2008

"Having been born a freeman, and for more than thirty years enjoyed the blessings of liberty in a free State—and having at the end of that time been kidnapped and sold into Slavery, where I remained, until happily rescued in the month of January, 1853, after a bondage of twelve years—it has been suggested that an account of my life and fortunes would not be uninteresting to the public." -an excerpt

Critical and Historical Essays Contributed to the Edinburgh Review CRC Press

Provides information and advice on successfully planning and taking a trip around the world.

Sports Agility Mindset Avalon Travel Pub

The immense, global transportation and logistics sector is vital to businesses of all types. This carefully-researched book covers exciting trends in supply chain and logistics management, transportation, just in time delivery, warehousing, distribution, intermodal shipment systems, logistics services, purchasing and advanced technologies such as RFID. This reference tool includes thorough market analysis as well as our highly respected trends analysis. You'll find a complete overview, industry analysis and market research report in one superb, value-priced package. It contains thousands of contacts for business and industry leaders, industry associations, Internet sites and other resources. This book also includes statistical tables, an industry glossary and thorough indexes. The corporate profiles section of the book includes our

proprietary, in-depth profiles of the 500 leading companies in all facets of the transportation and logistics industry. Here you'll find complete profiles of the hot companies that are making news today, the largest, most successful corporations in the business. Purchasers of either the book or PDF version can receive a free copy of the company profiles database on CD-ROM, enabling key word search and export of key information, addresses, phone numbers and executive names with titles for every company profiled.