

# TOURISM

# PRACTICAL ASSESSMENT TASK

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**GRADE 11** 

2024

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# **Phase 1 Tourism Grade 1**

Jelena Mihaljević Djigunović, Marta Medved Krajnović

#### **Phase 1 Tourism Grade 1:**

Cruise Tourism & Innovation Alexis Papathanassis, Michael H. Breitner, Ate de Groot, 2014 Innovation management is arguably essential for the profitability and growth sustainability of the cruise industry as it is for most areas of business endeavour Now more than ever the cruise sector is faced with significant challenges including safety and industry reputation in the aftermath of the Costa Concordia disaster al larger competitive scope and diminishing profit margins Given that innovation management can be perceived as a management attitude and cultural habit fostering inspiration is just as relevant as delivering innovation methodologies and guidelines On this basis the aim of this combined conference proceedings is to provide a creativity impulse and to illustrate the breadth and potential of innovation management in the cruise sector Sources on inspiration include mobile information and communication technologies multimedia and the internet and focus on areas as diverse as safety aesthetics culture and professional education Teaching Cases in Tourism, Hospitality and Events Saurabh Kumar Dixit, Senthilkumaran Piramanayagam, 2023-02-28 The tourism hospitality and events industries comprise one of the largest and most diverse workforces in the world creating high demand for graduates with strong technical and managerial competencies Case based learning encourages students to think understand and apply the concepts and theories they re taught into practical everyday situations faced in the world of work Providing a broad selection of extensive global cases this book forms a comprehensive one stop shop resource for readers to test their analytical skill and abilities in solving complex management issues Cases include teaching notes to reflect theoretical perspectives as well as questions detailed learning activities and solutions A useful and engaging read for students of tourism hospitality and events this book is also a valuable compilation of examples of practice for people working in industry Food and Wine Tourism. 2nd Edition Erica Croce, Giovanni Perri, 2017-04-13 This established textbook explores how regions and food industry travel and hospitality companies present themselves to tourists experiencing the culture history and ambience of a location through the food and wine it produces It provides practical suggestions and guidelines for establishing a food related tourism destination and business discussing the environment understanding the food tourist supply issues tours and tasting sessions themed itineraries planning and developing the tourist product marketing and best practice strategies It also includes numerous case studies from around the world and plentiful pedagogical features to aid student learning If food and wine tourism is well planned managed and controlled it can become a real economic resource Suitable for students in tourism and leisure subjects the practical application provided in this book also makes it an ideal resource for those operating in the food and wine sector Managing Employee Attitudes and Behaviors in the Tourism and Hospitality Industry Salih Kusluvan, 2003 The tourism industry of which the hospitality industry is the core element is one of the largest and the fastest growing industries world wide According to World Tourism Organisation forecasts the industry will continue to grow and employ more people in the twenty first century In parallel with the growth of the tourism and hospitality industry world wide

consumer expectations and demands for quality are rising while consumer tastes are varying on the one hand and competition among the firms both nationally and internationally is intensifying on the other In this business environment of heightened consumer expectations distinct market segments that demand unique products and services and stiff competition tourism and hospitality organisations are looking for ways to excel in service quality customer satisfaction competition and performance This book takes the view that employees are one of the most if not the most important resources or assets for tourism and hospitality organisations in their endeavour to provide excellent service meet and exceed consumer expectations achieve competitive advantage and exceptional organisational performance The purpose of this book is to emphasise the critical role of employees for tourism and hospitality organisations and to examine the ways and means of managing their attitudes and behaviours for the mutual benefit of both parties tourism and hospitality organisations and their employees

Hospitality and Tourism Norzuwana Sumarjan, Zahari Mohd Salehuddin Mohd, Radzi Salleh Mohd, Mohi Zurinawati, Hanafiah Mohd Hafiz Mohd, Bakhtiar Mohd Faeez Saiful, Zainal Artinah, Saiful Bakhtiar, Mohd Hafiz, Mohd Hanafiah, 2013-11-18 Hospitality and Tourism Synergizing creativity and innovation in research contains 116 accepted papers from the International Hospitality and Tourism Postgraduate Conference 2013 Shah Alam Malaysia 2 3 September 2013 The book presents trends and practical ideas in the area of hospitality and tourism and is divided into the sections below Family Tourism Heike Schanzel, Heike Schänzel, Ian Yeoman, Elisa Backer, 2012 This cutting edge international book brings together leading experts latest research in the field of family tourism by adding to its underdeveloped knowledge base Family Tourism Multidisciplinary Perspectives underlines the infancy of academic family tourism research that belies its market importance and directs towards future implications and theoretical debates about the place of families within tourism

Management Science Applications in Tourism and Hospitality Zheng Gu,2014-01-27 Find out how accurate forecasting and analysis can prevent costly mistakes Management Science Applications in Tourism and Hospitality examines innovative tools for evaluating performance and productivity in tourism offices hotels and restaurants This collection of recent studies focuses on two important topics of management science forecasting and a relatively new analytical methodology called data envelopment analysis DEA This book will show you how tourism forecasting accuracy can be enhanced and how DEA can be used to benchmark productivity and improve advertisement efficiency Management Science Applications in Tourism and Hospitality provides you with a useful blend of analysis from both theory and real data perspectives This book uses case studies application techniques and expert advice to review various productivity measurement methods and compare them to DEA revealing DEA s strengths weaknesses and its potential in the operating environment With Management Science Applications in Tourism and Hospitality you ll be able to utilize destination benchmarking perform multiunit restaurant productivity assessments using DEA conduct hotel labor productivity assessments using DEA model tourism demand use an

improved extrapolative hotel room occupancy rate forecasting technique forecast short term planning and management for a casino buffet restaurant apply city perception analysis CPA for destination positioning decisions This book is generously enhanced with tables and figures to substantiate the research Management Science Applications in Tourism and Hospitality is valuable for hospitality and tourism educators and graduate students learning and doing research in operation analysis Savvy executives and professionals who want to improve efficiency in their industry will also benefit from the techniques illustrated in this timely guide Cross-Cultural Aspects of Tourism and Hospitality Erdogan Koc, 2020-09-03 Cross Cultural Aspects of Tourism and Hospitality is the first textbook to offer students lecturers researchers and practitioners a comprehensive guide to the influence of culture on service providers as well as on customers affecting both the supply and the demand sides of the industry organisational behaviour and human resource management and marketing and consumer behaviour Given the need for delivering superior customer value understanding different cultures from both demand and supply sides of tourism and hospitality and the impact of culture on these international industries is an essential part of all students and practitioners learning and development This book takes a research based approach critically reviewing seminal cultural theories and evaluating how these influence employee and customer behaviour in service encounters marketing and management processes and activities Individual chapters cover a diverse range of cultural aspects including intercultural competence and intercultural sensitivity uncertainty and risk avoidance context in communication power distance indulgence and restraint time orientation gender assertiveness individualism and collectivism performance orientation and humane orientation This book integrates international case studies throughout to show the application of theory includes self test questions activities further reading and a set of PowerPoint slides to accompany each chapter This will be essential reading for all students lecturers researchers and practitioners and future managers in the fields of Tourism and Hospitality

Destination Marketing Metin Kozak,Nazmi Kozak,2015-10-23 This book advances the current literature on destination marketing by using innovative up to date case studies from a wide geographical representation The contributors examine new methods and marketing approaches used within the field through a combination of theoretical and practical approaches With discussions of topics including image branding attractions and competitiveness the chapters in this volume offer new insight into contemporary developments such as medical tourism Islamic tourism and film induced tourism Presenting detailed findings and a range of methodologies ranging from surveys to travel writings and ethnography this book will be of interest to students scholars and practitioners in the fields of tourism and marketing Hospitality and Tourism 2015 Salamiah A. Jamal, Salleh Mohd Radzi, Norzuwana Sumarjan, C.T. Chik, Mohd Faeez Saiful Bakhtiar, 2015-10-29 Innovation and Best Practices in Hospitality and Tourism Research contains 71 accepted papers from the Hospitality and Tourism Conference HTC 2015 Melaka Malaysia 2 3 November 2015 The book presents theup and coming paradigms and innovative practices within the hospitality and tourism industries and covers the following topics Mana Cutting Edge Research

**Methods in Hospitality and Tourism** Fevzi Okumus, S. Mostafa Rasoolimanesh, Shiva Jahani, 2023-01-25 Cutting Edge Research Methods in Hospitality and Tourism sits at the forefront of fast paced developments in the tourism and hospitality industry highlighting the importance of applied and pure research to address the theoretical and practical problems and gaps

The Principles of Geotourism Anze Chen, Yunting Lu, Young C.Y. Ng, 2015-05-07 The book introduces tourism earth science as a new scientific discipline by applying the principles of earth science in the study of natural and human tourism resources It involves studying the geo scientific characteristics of these tourism resources through surveys evaluation and aesthetic value assessment It also discusses about the principles behind geopark establishment and management It is an important publication providing direction for geopark and tourism developments in China The book is a tool for geological heritage survey assessment and research It can also be used to assist planning of geopark national parks heritage protection and scientific interpretation It is a valuable teaching material for teachers and students of geoscience and tourism as well as providing useful guidance for geopark managers and tour guides in their operation In addition the book also offers scientific knowledge of the surrounding natural and cultural landscapes to the public and the general visitors The Geography of Tourism and Recreation C. Michael Hall, Stephen J. Page, 2014-05-09 This fourth edition of The Geography of Tourism and Recreation provides students with a comprehensive introduction to the interrelationship between tourism leisure and recreation from geographical and social science perspectives It still remains the only book to systematically compare and contrast in a spatial context tourism and recreation in relation to leisure time offering insight into the demand supply planning destination management and impacts of tourism and recreation Whilst retaining its accessible style and approach this edition has been significantly updated to reflect recent developments and new concepts from geography which are beginning to permeate the tourism and recreational field New features include Content on the most recent developments climate change sustainability mobilities and crisis management in time and space as well as trends such as low cost airlines and the control of land transport by transnational operators in the EU such as Arriva More attention to management issues such as innovation and the spatial consequences for tourism and leisure development New case studies and examples to showcase real life issues from both developed and developing countries especially the US China and South Africa Completely revised and redeveloped to accommodate new user friendly features case studies insights summary points and learning objectives Written by leading academics this is essential reading for all tourism geography leisure and recreation students

An SPSS Guide for Tourism, Hospitality and Events Researchers Rahul Pratap Singh Kaurav, Dogan Gursoy, Nimit Chowdhary, 2020-12-14 This is the first book to provide the student of tourism hospitality and events with all that they need to undertake statistical analysis using SPSS for research in their industry Employing examples directly from the tourism hospitality and events sector it provides a comprehensive explanation on how appropriate statistical tools and methods can be identified for this research context and provides a step by step demonstration on how to carry out the chosen statistical

operations Each chapter opens with a sector specific case study reflecting current research trends and issues from a range of different countries that are affecting the industry today It is followed by an examination of the SPSS procedures relating to the case study and various solutions are offered The implementation of clear step by step demonstrations on how to carry out statistical operations using a combination of screenshots diagrams and tables aids the reader's understanding Chapters close with thorough guidance on how to appropriately write up interpretations of the research in a report Research implications and recommendations for tourism and hospitality businesses are also provided to enable them to successfully create and manage research strategies in action Adopting an interdisciplinary perspective and written by a range of industry experts from all over the globe this book will be essential for all students and researchers in the field of tourism hospitality and events as well as all those in related fields with an interest in statistical data analysis *Promoting Creative Tourism:* Current Issues in Tourism Research Ahmad Hudaiby Galih Kusumah, Cep Ubad Abdullah, Dewi Turgarini, Mamat Ruhimat, Oce Ridwanudin, Yeni Yuniawati, 2021-04-23 The papers presented in this work cover themes such as sustainable tourism ICT and tourism marine tourism tourism and education tourism economics and finance tourism marketing recreation and sport tourism halal culture and indigenous tourism destination management tourism gastronomy politic social and humanities in tourism heritage tourism medical film induced tourism community based tourism tourism planning and policy meeting incentive convention and exhibition supply chain management hospitality management restaurant management and operation safety and crisis management corporate social responsibility CSR tourism geography disruptive innovation in tourism infrastructure and transportation in tourism development urban and rural tourism planning and development community resilience and social capital in tourism The 4th ISOT 2020 aimed at 1 bringing together scientists researchers practitioners professionals and students in a scientific forum and 2 having discussions on theoretical and practical knowledge about current issues in tourism The keynote speakers contributing to this conference are those with expertise in tourism either in an academic or industrial context International Case Studies in Tourism Marketing Gürhan Aktaş, Metin Kozak, 2022-06-08 This international case study book provides 27 expertly curated case studies on the topic of tourism marketing each with detailed implementation instructions for the instructor in order to maximise student participation and learning The dynamic characteristic of the industry under the influence of micro and macro environment factors requires future professionals to be equipped with appropriate skills and competencies to deal with such factors in real life practices Curated and developed by industry experts and practitioners these case studies embody real world scenarios with the aim of best preparing students for their future careers This compelling set of case studies follows a logical and uniform structure and covers topics such as marketing mix crisis management digital marketing quality development product development and sustainability With reflective questions throughout to aid both in class discussion and self study this book is an ideal study resource for use in higher and vocational education and its unique teaching led approach positions it as a vital study tool for

instructors and students alike Tourism, Terrorism and Security Maximiliano E. Korstanje, Hugues Seraphin, 2020-09-07 International tourism has been a target for terrorist agents seeking to cause political instability and economic disruption in the West This book lays the foundations of a new understanding of tourism security by discussing the nature of tourism tourists and terrorists Integrated Coastal Management in the Japanese Satoumi Tetsuo Yanagi, 2019-08-11 Integrated Coastal Management in the Japanese Satoumi Restoring Estuaries and Bays provides an in depth exploration of the integrated costal management ICM used in the Japanese Satoumi The lessons of Satoumi coastal areas where biological productivity and biodiversity have increased through human interaction are important for the rest of the world given the political consensus reached in Japan to truly restore estuaries and bays The book will discuss and explain how this method could be modified to apply to other cultures in the world Integrated Coastal Management in the Japanese Satoumi Restoring Estuaries and Bays presents chapters from experts in the relevant fields and includes chapters about each study field of the Satoumi making it a valuable resource for researchers field practitioners and policymakers in coastal area management and development This includes the Shizukawa Bay as an open coastal sea the Seto Inland Sea as semi enclosed coastal sea and the Japan Sea The book moves on to explore the economic evaluation of ecosystem services a four step management system and the negotiation between marine protected areas and fisheries and concludes with a full section covering a comparison of ICM with Europe and the United States and how Japan's policies could be integrated Introduces a four step system of local regional national and international management for successfully Integrated Coastal Management that can be deployed globally Presents a new concept for ICM which worked on the Satoumi Includes both Ecosystems Based Management EBM and Community Based Management CBM Proposes a common platform for ICM clarifying the scientific topics involved and their significance regarding the environment Early Learning and Teaching of English Jelena Mihaljević Djigunović, Marta Medved Krajnović, 2015 This book offers an insight into the dynamics and complexities of learning and teaching English as a foreign language at primary level It presents the findings of longitudinal research undertaken in Croatia and discusses their contribution to understanding EFL development in the young learner and impact on practices in the modern EFL classroom Hospitality, Travel, and Tourism: Concepts, Methodologies, Tools, and Applications Management Association, Information Resources, 2014-10-31 Over generations human society has woven a rich tapestry of culture art architecture and history personified in artifacts monuments and landmarks arrayed across the globe Individual communities are looking to exploit these local treasures for the benefit of the travelers who come to see them Hospitality Travel and Tourism Concepts Methodologies Tools and Applications considers the effect of cultural heritage and destinations of interest on the global economy from the viewpoints of both visitor and host This broadly focused multi volume reference will provide unique insights for travelers business leaders sightseers cultural preservationists and others interested in the unique variety of human ingenuity and innovation around the world

Unveiling the Power of Verbal Beauty: An Psychological Sojourn through Phase 1 Tourism Grade 1

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