

# Instructional Resources

## Hospitality Management

Please note: This list of instructional resources is provided as a tool and not an endorsement by the Arizona Department of Education. Contact information for these resources is subject to change.

### **The Lodging Management Program**

American Hotel and Lodging Association Educational Institute

<http://www.ei-ahla.org>

### **Arizona Hotel and Lodging Association**

<http://www.azhla.com>

### **Hospitality Services**

Johnny Sue Reynolds

Goodheart-Willcox

It is a text with a teacher resource guide and workbook. Hospitality teachers may use it as a supplement to the Hotel/Lodging Association materials.

### **Material Safety Data Sheets binder**

Safety rules are for items such as detergents, insecticides and cleaners. All MSDS information can be accessed per manufacturer, industry or item of concern

<http://www.msdssearch.com/>

## TEXTBOOKS

### **Check In Check-Out (6th Ed.) (2000)**

Gary Vallen and Jerome Vallen

Prentice Hall School <http://www.phschool.com/>

ISBN: 0-1308-2916-1

### **Dimensions of the Hospitality Industry, (3<sup>rd</sup> Ed. Package includes Text, NRAEF Workbook, Student Workbook) (2002)**

Paul R. Dittmer, National Restaurant Association Educational Foundation

John Wiley & Sons, Inc. <http://www.wiley.com/cda/home>

ISBN: 0-4712-1685-2

### **Hospitality and Tourism: An Introduction to the Industry, (10<sup>th</sup> Ed.) (2001)**

Robert A. Brymer

Kendall/Hunt Publishing Company <http://www.kendallhunt.com/>

ISBN: 0-7872-8134-4

**Hospitality/Hotel Restaurant Management (2002)**

Learning Express

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 1-5768-5411-6

**Hospitality Services Food and Lodging (2004)**

Johnny Sue Reynolds

Goodheart-Willcox <http://www.goodheartwillcox.com>

ISBN: 1-59070-152-6

**Hotel and Motel Management and Operations (4<sup>th</sup> Ed.) (2002)**

William S. S. Gray and Salvatore C. Liguori

Prentice Hall Professional Technical Reference <http://www.phptr.com/>

ISBN: 0-1309-9089-2

**Hotel Front Office Simulation Workbook with CDROM (2002)**

Sheryl Fried-Kline and William Sullivan

John Wiley & Sons, Inc. <http://www.wiley.com/cda/home>

ISBN: 0-4712-0331-9

**Hotel/Motel Operations: An Overview (2<sup>nd</sup> Ed.) (2000)**

Suzanne Weissinger

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-7668-1214-6

**Introduction to Hospitality, (3<sup>rd</sup> Ed.) (2002)**

John Walker

Prentice Hall School <http://www.phschool.com/>

ISBN: 0-1303-3660-2 Student Edition

**Introduction to the Hospitality Industry, (5<sup>th</sup> Ed.) (2002)**

Tom Powers and Clayton W. Barrows

John Wiley & Sons, Inc. <http://www.wiley.com/cda/home>

ISBN: 0-4713-5899-1

**Introduction to the Hospitality Industry, Fifth Edition and NRAEF Workbook Package (2002)**

Tom Powers, Jo Marie Powers, and Clayton W. Barrows, National Restaurant Association Educational Foundation

John Wiley & Sons, Inc. <http://www.wiley.com/cda/home>

ISBN: 0-4712-1682-8

**Managing the Guest Experience in Hospitality (2000)**

Robert Ford and Cherrill Heaton

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-7668-1415-7

**Tourism: Principles, Practices, Philosophies, (9th Ed.) (2003)**

Charles R. Goeldner and J. R. Brent Ritchie  
John Wiley & Sons, Inc. <http://www.wiley.com/cda/home>  
ISBN: 0-4714-0061-0

**Tourism: The Business of Travel, (2<sup>nd</sup> Ed.) (2001)**

Cook, Yale and Marqua  
Prentice Hall School <http://www.phschool.com/>  
ISBN: 0-1304-1530-8 Student Edition  
ISBN: 0-1309-2936-0 Instructor's Manual with Test Bank

**Travel Perspectives (3<sup>rd</sup> ED.) (2002)**

Susan Rice and Ginger Todd  
Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>  
ISBN/ISSN: 0-7668-2542-6

**Viewpoint: An Introduction to Travel, Tourism and Hospitality, (3<sup>rd</sup> Ed.) (2002)**

Nona S. Starr, David Dilts. and Raymond L. Hilgert  
Prentice Hall School <http://www.phschool.com/>  
ISBN: 0-1302-1417-5 Student Edition  
ISBN: 0-1302-2124-4 Instructor's Manual with Test Item File

**Welcome to Hospitality: An Introduction (2<sup>nd</sup> Ed.) (2000)**

Kye-Sung Chon and Ray Sparrowe  
Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>  
ISBN/ISSN: 0-7668-0850-5

## REFERENCE BOOKS

### **Best Impressions in Hospitality (2000)**

Angie Michael

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-7668-1584-6

### **Careers in Focus: Travel and Hospitality (2<sup>nd</sup> Ed.) (2002)**

Ferguson Publishing Company <http://www.fergpubco.com/>

ISBN: 0-8943-4432-3

### **Check Your Vocabulary for Hotels, Tourism and Catering: A Workbook for Users (2<sup>nd</sup> Ed.) (2002)**

David Riley

Peter Collin Publishing, Limited <http://www.petercollin.com/>

ISBN: 1-9016-5978-X

### **Connecting with Customers: How to Sell, Service, and Market the Travel Product (2002)**

Marc Mancini

Prentice Hall Professional Technical Reference <http://www.phptr.com/>

ISBN: 0-1309-3390-2

### **Cruising: Guide to Cruise Lines Industry (2000)**

Marc Mancini

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-7668-0971-4

### **Dictionary of Hotels, Tourism and Catering Management (2002)**

P. H. H. Collin

Peter Collin Publishing, Limited <http://www.petercollin.com/>

ISBN: 1-9016-5999-2

### **Front Office Operations & Management (2002)**

Ahmed Ismail

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-7668-2343-1

### **Geography of Travel & Tourism, (4<sup>th</sup> Ed.) (2003)**

Lloyd E. Hudman and Richard H. Jackson

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-7668-3256-2

### **Hospitality & Travel Marketing (3<sup>rd</sup> Ed.) (2002)**

Alastair Morrison

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-7668-1605-2

**Hotel, Restaurant & Travel Law: A Preventative Approach (6<sup>th</sup> Ed.) (July, 2003)**

Karen Morris, Norman Cournoyer, and Anthony Marshall

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-7668-3599-5

**How To Start A Travel Agency (July, 2003)**

Ginger Todd and Susan Rice

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-7668-3300-3

**Human Resources Management for Hospitality (2<sup>nd</sup> Ed.) (2001)**

Mary Tanke

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-8273-7321-X

**Inclusive Leisure Services: Responding to the Rights of People with Disabilities (2002)**

John Dattilo

Venture Publishing, Incorporated <http://www.venturepublish.com>

ISBN: 1-8921-3227-3

**Internet for the Travel Industry (2003)**

Ed Maurer

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-7668-4071-9

**Marketing for Hospitality and Tourism (3<sup>rd</sup> Ed.) (2002)**

Philip Kotler, John Bowen, and James Makens

Prentice Hall Professional Technical Reference <http://www.phptr.com/>

ISBN: 0-1309-9611-4

**Marketing and Selling The Travel Product (2<sup>nd</sup> Ed.) (2000)**

James F. Burke and Barry Resnick

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-8273-7648-0

**Navigate the Net: A Comprehensive Learning Experience for Travel Professionals (2002)**

Shelly M. Houser

Prentice Hall Professional Technical Reference <http://www.phptr.com/>

ISBN: 0-1309-4645-1

**Providing Quality Service: What Every Hospitality Service Provider Needs to Know (2002)**

William B. B. Martin

Prentice Hall Professional Technical Reference <http://www.phptr.com/>

ISBN: 0-1309-6745-9

### **Reservations Training Systems**

<http://www.educationsystems.com/rts.html>

Reservations Training Systems (RTS©) software emulates live Apollo® and live Sabre® for teaching the airline computer systems.

### **Selling Tourism (2003)**

H. Kenner Kay

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-8273-8648-6

### **Selling Cruises (2<sup>nd</sup> Ed.) (2003)**

Claudine Dervaes

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-7668-4947-3

### **Supervision in the Hospitality Industry, Textbook and NRAEF Workbook (4th Ed.) (2002)**

Jack E. Miller, John R. Walker and Karen Eich Drummond

John Wiley & Sons, Inc. <http://www.wiley.com/cda/home>

ISBN: 0-4713-1365-3

### **The International Hospitality Industry: Structure Characteristics and Issues (2002)**

Bob Brotherton (Editor)

Butterworth-Heinemann <http://www.bh.com/>

ISBN: 0-7506-5295-0

### **Tourism in National Parks and Protected Areas: Planning and Management (2002)**

Paul F. J. Eagles and Stephen F. McCool

Oxford University Press <http://www.oup.co.uk/>

ISBN: 0-8519-9589-6

### **Tourism Management (2nd Ed.) (2003)**

David Weaver and Laura Lawton

John Wiley & Sons, Inc. <http://www.wiley.com/cda/home>

ISBN: 0-4708-0066-6

### **Training Design Guide For The Hospitality Industry (March, 2003)**

Christine Jaszay

Delmar Publishers/Thompson Learning <http://e-catalog.thomsonlearning.com/>

ISBN/ISSN: 0-7668-4593-1

### **Understanding the Hospitality Consumer (2002)**

Alistair Williams

Butterworth-Heinemann <http://www.bh.com/>

ISBN: 0-7506-5249-7

## WEBSITES FOR TEACHING AND LEARNING HOSPITALITY

### **American Public Health Association**

<http://www.apha.org/>

### **Cook's Thesaurus**

<http://www.switcheroo.com/>

A cooking encyclopedia that covers thousands of ingredients and kitchen tools. Entries include pictures, descriptions, synonyms, pronunciations, and suggested substitutions

### **ehotelier.com**

<http://ehotelier.org/index.htm>

**Provides** links to over 15.500 pre-selected and categorized hotel-industry website links that are growing daily.

### **food service.com**

<http://www.foodservice.org/index.htm>

Supplier Listings, Employment Center, Classified Ads, Forums & Chat, Technology Pavilion, Food Safety, and Industry Resources. Dedicated to the advancement and creating the future of the Foodservice Industry.

### **Hotels Magazine**

<http://www.hotelsmag.com/>

Publication serving the total worldwide hotel market in 170 countries. Magazine covers the 100+ room hotels in the United States and the 50+ room hotels in the rest of the world that account for 76% of all worldwide hotel revenue. In addition, the magazine covers hotel management companies and every major chain headquarters.

### **Leadership Cares**

<http://www.ronyudd.com/lcf.shtml>

Ron Yudd, hospitality industry leader the founder of Leadership Cares Foundation, focusses on providing resources for adults and children to develop leadership skills and business skills.

### **Lodging News**

<http://www.lodgingnews.com/>

Published by the American Hotel and Lodging Association, this magazine features a Student Life section.

### **Maryland Hospitality Education Foundation**

[http://www.mhef.org/library/link\\_ucat.htm?ucat\\_id=EDU&t=Educator+links](http://www.mhef.org/library/link_ucat.htm?ucat_id=EDU&t=Educator+links)

Maryland Hospitality Education Foundation was established in 1994 by The Restaurant Association of Maryland. Excellent educator resources with simple, free subscription to site.

### **Project Planet**

<http://www.projectplanetcorp.com/>

Project Planet offers four (4) distinct programs that provide in-room signs asking hotel guests to re-use their towels and bed linens

### **Purdue University Department of Hospitality and Tourism Management Food Safety Toolkit.**

<http://www.cfs.purdue.edu/RHIT/foodsafety/ToolkitPage.htm>

The *Food Safety Toolkit* includes a number of instructional modules that can be used to help train those who will be involved in training food service employees. There are also modules that can be used to help managers develop and implement cleaning programs or incorporate HACCP into their facility. Contains presentations, tools, activities and resources.

### **Restaurant.com**

<http://www.restaruant.com>

Search the menus of restaurants nationwide.

### **The Global Gourmet**

<http://www.globalgourmet.com/>

Winner of Educational Excellence for website resources.

### **The Hospitality Business Alliance (HBA)**

[http://www.nraef.org/hba/hba\\_dir\\_mesg.asp](http://www.nraef.org/hba/hba_dir_mesg.asp)

Educational partnership formed by the National Restaurant Association and the American Hotel & Lodging Association to create a nationwide system of high school hospitality courses linked with mentored worksite experiences.

### **The Hospitality Doctor**

<http://www.hospitalitydoctor.com/>

Max Hitchins' site in Australia is full of interesting and current information.

### **Department of Hospitality Management, University of New Hampshire**

Excellent resource for links to education, equipment, associations, etc.

<http://orbit.unh.edu/dhm/links/links2.htm>

### **The Journal of Hospitality & Tourism Research**

<http://www.sagepub.co.uk/frame.html?http://www.sagepub.co.uk/journals/details/j0284.html>

Publishes high-quality, refereed articles on the hospitality and tourism field. Also contains book and software reviews, research notes, industry viewpoints, and conference reviews.

### **The National Lodging Directory**

<http://www.guests.com/>

### **Tourism, Hospitality and Sport Education and Training Authority (theta)**

<http://www.theta.org.za/>

**theta** was established under the Skills Development Act (No 97 of 1998) for the Tourism, Hospitality and Sport Economic Sector.

### **Surrey Library Database: Articles in Hospitality and Tourism**

<http://www.lib.surrey.ac.uk/aht2/>

A searchable database listing English language articles published in hospitality and tourism journals from 1984 to date and provided by the University of Surrey in England. Fee-based.

## PROFESSIONAL ASSOCIATIONS

### **Academy of Travel & Tourism**

<http://www.naf.org/theacademies/travel>

### **American Association of Family and Consumer Science**

<http://www.aafcs.org>

National organization representing FACS professionals across practice areas and content specializations, family science resources, classroom ideas for life skills.

### **American Hotel and Lodging Association**

<http://www.ahma.com/>

### **American Hotel and Lodging Association Educational Institute**

<http://www.ei-ahla.org/>

### **American Hotel and Lodging Association Educational Foundation**

<http://www.ahlef.org/>

### **American Resort Development Association (ARDA)**

<http://www.arda.org/home.html>

Washington, D.C.-based trade association representing the vacation ownership and resort development industries.

### **American Society of Travel Agents**

[www.astanet.com](http://www.astanet.com)

Offers home study specialist courses (family travel, mature adult travel, travel marketing, etc.) and online education; ASTA sponsored Future Travel Professionals Club allows students to network with ASTA members who are leaders in the industry and potential employers.

### **Association of Retail Travel Agents**

<http://www.artaonline.com/>

### **Club Manager's Association of America**

<http://www.cmaa.org/>

### **Council of Hotel and Restaurant Trainers**

<http://www.chart.org/>

### **Cruise Lines International Association**

<http://www.cruising.org/index.cfm>

The Official trade organization of the cruise industry, promotes the cruise product generically to both the selling agent and buying public through the broad activities of travel agent training, public relations and advertising.

### **Hospitality and Tourism Futures**

[www.htfutures.org](http://www.htfutures.org)

Promotes and facilitates skills development and career opportunities in hospitality and tourism

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### **Career Preparation**

Hospitality Management

Instructional Resources 2006

**Hospitality Business Alliance**

[www.nraef.org/hba](http://www.nraef.org/hba)

recruitment of new talent through national system of state hospitality partnerships, includes mentoring; see print out of mission statement and goals

**Hospitality, Financial and Technology Professionals**

<http://www.hftp.org/>

**Institute of Certified Travel Agents**

[www.icta.com](http://www.icta.com)

**International Association for Exhibition Management**

<http://www.iaem.org/>

Organized in 1928, today IAEM represents over 3,500 individuals who conduct and support exhibitions around the world.

**International Association of Convention and Visitor Bureaus**

<http://www.iacvb.org/iacvb/index.asp>

World's largest association of convention and visitor bureaus, serving more than 1,200 members in approximately 500 destination management organizations in 30 countries.

**International Council On Hotel, Restaurant & Institutional Education**

<http://www.chrie.org/>

**International Food Safety Council**

<http://www.nraef.org/ifsc/>

Mission is to heighten the awareness of the importance of food safety education throughout the restaurant and foodservice industry.

**International Hotel and Restaurant Association**

<http://www.ih-ra.com/>

The IH&RA is a global network of independent and chain operators, national associations, hospitality suppliers and educational centers in the hotel and restaurant industry.

**MultiCultural Foodservice and Hospitality Alliance**

<http://www.mfha.net/index.cfm>

Serves as a repository for information on multiculturalism in hospitality industry.

**National Association of RV Parks & Campgrounds (ARVC)**

<http://www.arvc.org/>

ARVC is the only national association exclusively representing the interests of all commercial RV parks and campgrounds in the United States.

**National Indian Gaming Association**

<http://www.indiangaming.org/>

### **National Restaurant Association**

[www.restaurant.org](http://www.restaurant.org)

### **National Restaurant Association Educational Foundation**

<http://www.edfound.org/>

### **National Tour Association**

<http://www.ntaonline.com/>

### **National Tourism Foundation**

<http://www.ntfonline.org/>

Supports curriculum development in travel and tourism education programs, cultivates the study of packaged tour management and related travel curricula, promotes the professional career opportunities provided by travel and tourism.

### **Professional Association of Innkeepers International**

<http://www.paii.org>

Supports ever-growing industry by offering up-to-date, and training-specifically on the bed-and-breakfast/country inn business.

### **Tourism Research Links**

[www.waksberg.com](http://www.waksberg.com)

### **Travel Industry Association of America**

<http://www.tia.org/>

The Washington DC based association represents the common interests and concerns of all components of the U.S. travel industry. **Offers** marketing programs, forums and marketing and research publications.

### **World Travel and Tourism Council**

[www.wttc.org](http://www.wttc.org)

### **World Tourism Organization**

<http://www.world-tourism.org/>

Leading international organization serves as a global forum for tourism policy issues and a practical source of tourism know-how and statistics.

### **The Hospitality, Travel and Tourism Institute**

(Previously known as the National Academy of Travel and Tourism (NATT))

The Hospitality, Travel and Tourism Institute (HTTI) provides a nationally certified, complete tourism training program for school districts, community colleges, and other organizations offering a travel and tourism curriculum. The Hospitality, Travel and Tourism Institute trains educators to bring to students a curriculum that will provide travel and tourism career options. The HTTI offers a complete curriculum. The HTTI will provide familiarization trips and site inspection visits to popular tourist destinations. Additionally, educators will receive certificates of completion containing credit hours, which may be applied toward teachers' Certified Education Units (CEUs). Teachers will also receive industry knowledge certificates from Amtrak, Princess Cruise Lines and Marriott. Traveling expenses for teachers coming to Lansing, Michigan for training will be reimbursed. For information contact the website: <http://www.nationaltravelschool.com>

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### **Career Preparation**

Hospitality Management

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## STUDENT ASSOCIATIONS

### **ASTA Future Travel Professionals Club**

[www.astanet.com](http://www.astanet.com)

Students network with American Society of Travel Agents (ASTA) members who are leaders in the industry and potential employers

1-800-440-2782

### **Distributive Education Clubs of America (DECA)**

<http://www.deca.org>

Competitive events, awards, scholarships in marketing areas of hospitality.

### **Family, Career and Community Leaders of America (FCCLA)**

[www.fcclainc.org](http://www.fcclainc.org)

National student organization that serves and supports family and consumer sciences education

Competitive events, awards, scholarships in hospitality.

## HOSPITALITY CAREER INFORMATION

### **Hotel Job Resource**

[www.hoteljobresource.com](http://www.hoteljobresource.com)

### **Hotel Resource**

[www.hotelresource.com](http://www.hotelresource.com)

### **Hotel Jobs.com**

[www.hoteljobs.com](http://www.hoteljobs.com)

### **HCareers**

[www.hcareers.com](http://www.hcareers.com)

## **ARIZONA NETWORK**

### **Arizona Hotel and Lodging Association**

<http://www.azhla.com/>

AZH&LA is the leading public policy advocate for the Statewide Lodging Industry, representing over 37,000 rooms statewide and 450 members including hotel, resorts, B&B's, and related industry members.

### **Arizona Restaurant and Hospitality Association**

<http://www.azrestaurant.org/>

Foundation provides educational programs to those who aspire to a career in the food service industry; promotes ProStart, a School to Career curriculum for grade 11 & 12 developed by The National Restaurant Association Educational Foundation.

### **Bureau Excellence in Student Training** (BEST Program of Greater Phoenix Convention and Visitor Bureau)

<http://www.visitphoenix.com/community.shtml>

In recognition of the increasing economic impact of hospitality and tourism to the Valley and State, the Greater Phoenix Convention & Visitors Bureau (GPCVB) is introduced the **B.E.S.T.** (Bureau Excellence in Student Training) Program - a yearlong tourism and mentorship program serving secondary programs.

## CAREER DEVELOPMENT

### **Arizona Career Resource Network (AzCRN)**

Arizona's career resource network for career exploration, college information, employability skills, job opportunities, Arizona labor market information, post secondary options, career advice. [www.ade.az.gov/cte/azcrn](http://www.ade.az.gov/cte/azcrn)

### **Career Information System**

Provides information on careers, occupations, job search, self-employment, financial aid, programs of study, IDEAS Assessment, assessment link, O\*NET Interest Profiler, etc.

[www.azcis.intocareers.org](http://www.azcis.intocareers.org)

Clark, Marilyn; Mchalley, John; St. John, Michael; and Weihmann, Jan Hart. *You're Hired!*

Eggland, Steven A. and Williams, John W. *Human Relations at Work*. Cincinnati, OH: Southwestern Publishing Company, 1993. ISBN 0-538-61092-1.

Ferrett, Sharon K. *Strategies: Getting and Keeping the Job You Want*. New York, NY: Glencoe McGraw-Hill. ISBN 0256-14229-7.

### **Lakeshore Basics and Beyond Catalog**

A variety of academic information related to the world of work and job ready skill information.

[www.lakeshorelearning.org](http://www.lakeshorelearning.org)

### **Real Games Series**

A complete job readiness program. Select the level appropriate for your students. 1-888-700-8940.

[www.realgame.com](http://www.realgame.com)