

Language skills and intercultural issues in the hospitality industry: unity in diversity in the EU labour market

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You can also use the following paper-based case studies when studying this module:

Financial Management	
Starting a hotel	<ul style="list-style-type: none"> - Jacob, M., Strutt, P. (1997). Speaking 2. Project New Hotel in Docklands. U.12. Selecting Locations. <i>English for International Tourism. Course Book</i>. Harlow: Longman, p.81. - Strutt, P. (2013). Case study “Invest in a Hotel”, U.3. Hotels of the Future. <i>English for International Tourism. New Edition</i>. Harlow: Pearson Education Limited, pp.28, 30-31.
Hotel financial management personnel	<ul style="list-style-type: none"> - Terzieva, L. (2016) Hyatt Regency Hotel chain (Financial management, control and reporting in hotel chains). In: Ivanova, M. et al. <i>The Routledge Handbook of Hotel Chain Management</i>. New York: Routledge, pp. 342-344.
Graphs and charts	<ul style="list-style-type: none"> - Strathmore Hotels case study: http://www.resourceefficientscotland.com/sites/default/files/Strathmore%20Hotels%20case%20study.pdf (28.11.2016)
Presenting figure	<ul style="list-style-type: none"> - Case studies of fraud in the hospitality industry: http://rsmus.com/pdf/wp_pc_case_studies_of_fraud.pdf (28.11.2016)