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Brand Central Access
Hotels & Resorts Brand Standards Manual brings together in one volume the key features of an InterContinental hotel or resort. In doing so, it lays out the physical and service characteristics that define the Brand. The opening section describes the background to the development of these Standards, setting them in context.

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Ihg Brand Standards Manual signage scheme included in the Holiday Inn Express brand signage guidelines. Exterior Lighting There should be a minimum of 2, and maximum of 4, lights to accent the main hotel entrance with the approved Holiday Inn Express blue lighting. Please check the colors are correct in reality.

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Design Guidelines - IHG DesignConnect
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This introductory textbook shows you how to apply the principles of marketing within the hospitality industry. Written specifically for students taking marketing modules within a hospitality course it contains examples and case studies that show how ideas and concepts can be successfully applied to a real-life work situation. It emphasises topical issues such as sustainable marketing, corporate social responsibility and relationship marketing. It also describes the impact that the internet has had on both marketing and hospitality, using a variety of tools including a wide range of internet learning activities.

By the New York Times bestselling author: a provocative account of the attack on the humanities, the rise of intolerance, and the erosion of serious learning America is in crisis, from the university to the workplace. Toxic ideas first spread by higher education have undermined humanistic values, fueled intolerance, and widened divisions in our larger culture. Chaucer, Shakespeare and Milton? Oppressive. American history? Tyranny. Professors correcting grammar and spelling, or employers hiring by merit? Racist and sexist. Students emerge into the working world believing that human beings are defined by their skin color, gender, and sexual preference, and that oppression based on these characteristics is the American experience. Speech that challenges these campus orthodoxies is silenced with brute force. The Diversity Delusion argues that the root of this problem is the belief in America 's endemic racism and sexism, a belief that has engendered a metastasizing diversity bureaucracy in society and academia. Diversity commissars denounce meritocratic standards as discriminatory, enforce hiring quotas, and teach students and adults alike to think of themselves as perpetual victims. From #MeToo mania that blurs flirtations with criminal acts, to implicit bias and diversity compliance training that sees racism in every interaction, Heather Mac Donald argues that we are creating a nation of narrowed minds, primed for grievance, and that we are putting our competitive edge at risk. But there is hope in the works of authors, composers, and artists who have long inspired the best in us. Compiling the author 's decades of research and writing on the subject, The Diversity Delusion calls for a return to the classical liberal pursuits of open-minded inquiry and expression, by which everyone can discover a common humanity.

Do you speak EPB? Be prepared for the world of evidence-based practice which is now an integral part of nursing. It's at the heart of the decisions you'll make every day and the language common to all healthcare professionals. This practical, step-by-step approach introduces you to who, what, why, when, and how of evidence-based practice. You 'll develop the critical-thinking and decision-making skills you need to meet the expectations of employers to deliver safe and effective patient care. Perfect for a stand-alone, evidence-based course or for integrating throughout the nursing curriculum.

This is the first text that has been developed specifically to examine what revenue managers in the hospitality industry must know and do to be successful. Numerous cases and practical examples are used to illustrate revenue management concepts. Chapter ending questions and problems help them perform the calculations and practice the decision-making skills that are used in the field. RM in Action shows how the revenue management principles can be clearly illustrated using real-world examples reported in various news outlets. RM on the Web offers sites listed on the Internet to provide supplemental information about a topic or issue. Revenue managers will then gain hands-on skills to effectively manage their inventories and prices.

This book helps all those involved in international tourism develop the new skills, tools and investments required to protect irreplaceable global resources from the impacts of escalating tourism demand over the next 50 years. It documents how technology and the growing global middle class are driving a travel revolution which requires a new paradigm in managing tourism destinations. Travel and tourism supply chains and business models for hotels, tour operators, cruise lines, airlines and airports are analysed and environmental management techniques are proposed for each sector. A pragmatic set of solutions are offered to support the transition to lower impact tourism development worldwide. It recommends that decision makers assess the current and future value of natural, social, and cultural capital to guide investment in destinations and protect vital resources. Case studies illustrate why budgets to protect local destinations are consistently underestimated and offer guidance on new metrics. Innovative approaches are proposed to support the transition to green infrastructure, protect incomparable landscapes, and engage local people in the monitoring of vital indicators to protect local resources. It provides students, professionals, and policy makers with far-reaching recommendations for new educational programs, professional expertise, financing, and legal frameworks to lower tourism 's rapidly escalating carbon impacts and protect the health and well-being of local populations, ecosystems, cultures, and monuments worldwide.??

Fundamentals of Risk Management, now in its fourth edition, is a comprehensive introduction to commercial and business risk for students and a broad range of risk professionals. Providing extensive coverage of the core frameworks of business continuity planning, enterprise risk management and project risk management, this is the definitive guide to dealing with the different types of risk an organization faces. With relevant international case examples from both the private and public sectors, this revised edition of Fundamentals of Risk Management is completely aligned to ISO 31000 and provides a full analysis of changes in contemporary risk areas including supply chain, cyber risk, risk culture and improvements in risk management documentation and statutory risk reporting. This new edition of Fundamentals of Risk Management has been fully updated to reflect the development of risk management standards and practice, in particular business continuity standards, regulatory developments, risks to reputation and the business model, changes in enterprise risk management (ERM), loss control and the value of insurance as a risk management method. Also including a thorough overview of the international risk management standards and frameworks, strategy and policy, this book is the definitive professional text for risk managers.

From Patagonia to Apple, Whole Foods to New Balance, we love our favorite products--and, by extension, the companies that provide them. The emotional connections we form with our beloved brands and services are important relationships--relationships that are potentially worth billions. In the fast-paced, constantly-changing world of the modern marketplace, brands must adapt or perish—strategies, methods, and techniques must evolve to remain effective and relevant. Are you using yesterday 's thinking for tomorrow 's challenges? Brand Intimacy details ways to build better marketing through the cultivation of emotional connections between brand and consumer. The book provides lessons for marketers and business leaders alike who are seeking to understand these ultimate brand relationships and the opportunities they represent. Divided into three sections, Brand Intimacy starts with Context and Understanding. This explains today 's marketing landscape, the effects of technology, consumer behaviors and the advancements around decision making. Through research we discovered that people form relationships with brands the same way they develop relationships with other people. This section provides guidance on how to think about complimentary concepts such as loyalty, satisfaction and brand value. We then explore and compare established approaches and methodologies and showcase why intimacy is a compelling new and enhanced opportunity to build your brand or market your business. The second section, Theory and Model reveals and dimensions the brand intimacy model and dissects it into steps to help you better factor it into your marketing approaches or frameworks. Here you will learn the core concepts and components that are essential to build bonds and the role emotion can play to help you achieve greater customer engagement. You can also review the rankings of the best brands in terms of Brand Intimacy. A summary of our annual research reveals the characteristics of best performers, the most intimate industries, and differences based on geography, age, gender and income. By examining the top intimate brands, we reveal and decode the secrets of the bonds they form with their customers. The third section is Methods & Practice, this details the economic benefits and advantages of a strategy that factors Brand Intimacy. Intimate brands are proven to outperform the Fortune 500 and Standards and Poors ' index of brands. Intimate brands create more revenue and profit and last longer. Consumers are also willing to pay more for a brand they are more intimate with. Conversely, we also explore a series of brand failures and lessons learned to help you avoid common pitfalls in brand management. We articulate the steps to build a more intimate brand as well as share a glimpse on the future where software will play a more important role in brand building. The book outlines a proprietary digital platform that we use to help manage and enable intimacy through collaboration, simulators and real-time tracking of emotions. Business and marketing owners face an increasing difficult task to build brands that rise above the clutter, engage more and grow. Brand Intimacy explains how to better measure, build and manage enduring brands. Brands that are built to inspire as well as profit. Written by experienced marketers and backed by extensive research, Brand Intimacy rewrites the rulebook on how to establish and expand your marketing. The book is equal parts theory, research and practice, the result of 7 year journey and a new marketing paradigm for the modern marketer.

This introductory textbook shows you how to apply the principles of marketing within the hospitality industry. Written specifically for students taking marketing modules within a hospitality course, it contains examples and case studies that show how ideas and concepts can be successfully applied to a real-life work situation. It emphasizes topical issues such as sustainable marketing, corporate social responsibility and relationship marketing. It also describes the impact that the internet has had on both marketing and hospitality, using a variety of tools including a wide range of internet learning activities. This 3rd Edition has been updated to include: Coverage of hot topics such as use of technology and social media, power of the consumer and effect on decision making, innovations in product design and packaging, ethical marketing and sustainability marketing Updated online resources including: power point slides, test bank of questions, web links and additional case studies New and updated international case studies looking at a broad range of hospitality settings such as restaurants, cafes and hotels New discussion questions to consolidate student learning at the end of each chapter.

Handbook of Hospitality Strategic Management provides a critical review of mainstream hospitality strategic management research topics. Internationally recognized leading researchers provide thorough reviews and discussions, reviewing strategic management research by topic, as well as illustrating how theories and concepts can be applied in the hospitality industry. This book covers all aspects of strategic management in hospitality. The depth and coverage of each topic is unprecedented. A must-read for hospitality researchers and educators, students and industry practitioners.

This handbook consists of 19 chapters that critically review mainstream hospitality marketing research topics and set directions for future research efforts. Internationally recognized leading researchers provide thorough reviews and discussions, reviewing hospitality marketing research by topic, as well as illustrating how theories and concepts can be applied in the hospitality industry. The depth and coverage of each topic is unprecedented. A must-read for hospitality researchers and educators, students and industry practitioners.

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