

**FOOD AND BEVERAGE MANAGEMENT 2<sup>nd</sup> Edition 2002**  
**John Cousins, David Foskett and Caillein Gillespie**

**REFERENCES**

Ansoff, H. I., 1983, *Corporate Strategy*, Penguin, London

Ansoff, H. I., 1984, *Implementing Strategic Management*, Prentice Hall, Hemel Hempstead (See also Ansoff and Sullivan on *Long Range Planning*, vol.26,no.5, October 1993)

Burill, C. W. and Ledolter, J., 1999, *Achieving quality through continual improvement*, Wiley, New York

Buttle, F., 1996, *Hotel and food service marketing - a managerial approach*, Cassell, London

Cousins, J., 1988, 'Curriculum development in operational management teaching in catering education' in Johnson R (ed) *The management of service operations*, IFS Publications, Bedford: pp. 437 -59

Cousins, J., 1994, 'Managing capacity', In Jones, P. and Merricks, P., (eds) *The management of food-service operations*, Cassell, London: pp. 174-87

Cracknell, H. L., Kaufman, R. J. and Nobis, C., 2000, *Practical professional catering management*, Macmillan, London

*Croner's Catering* 1999 – updating service Croner Publications, London

Davis, M. M. and Heineke, J., 1994, 'Understanding the roles of the customer and the operation for better queue management', *International Journal of Operations and Production Management* 14(5): pp. 21- 34

Durkan, A. and Cousins, J., 1995, *The beverage book*, Hodder and Stoughton, London

East, J., 1993, *Managing Quality in the Catering Industry*, Croner's Publications.

European Foundation for Quality Management (EFQM), 1999, *Excellence Model*, Belgium

Fellows, R. and Fellows, J., 1998, *Buildings for hospitality* Longman, Essex

Gillespie, C., 2001, *European Gastronomy into the 21<sup>st</sup> Century*, Butterworth Heinemann, Oxford

Greenburg, C., 1986, 'Analyzing restaurant performance, relating cost and volume to profit' *The Cornell Hotel and Restaurant Administration Quarterly*, 27(1) May: pp. 6-11

- Harris, P., 1999, *Profit Planning*, Butterworth Heinemann, Oxford
- Hayes, D. K. and Huffman, L., 1985, 'Menu analysis, a better way' *Cornell Hotel and Restaurant Administration Quarterly*, 25(4) February: pp. 64-9
- HCIMA, 1998, BS EN ISO 9002 1994 Technical Brief Sheet No. 20/98, HCIMA London
- Johns, N. and Jones, P., 'Systems and management: understanding the real world' *The Hospitality Review*, January 2000, Threshold Press, Newbury (One of a series of three articles presented in *The Hospitality Review* by Nick Johns and Peter Jones, which examined the systems concept (General Systems Theory) and its application to the hospitality industry. The articles are presented under the general heading 'Systems and management' with individual titles as 'mind over matter' July 1999, which introduces key systems concepts, 'the principles of performance' October 1999, which applies seven systems principles, and 'understanding the real world' January 2000, which integrates the concepts and principles.)
- Johnson, G. and Scholes, K., 1999, *Exploring corporate strategy Text and Cases*, 5th edition, Prentice Hall, Hemel Hempstead
- Jones, P., 1988, *Food service operations*, Cassell, London
- Jones, P. and Lockwood, A., 1989, *The management of hotel operations*, Cassell, London
- Jones, P. and Merricks, P. (eds), 1994, *The management of foodservice operations*, Cassell, London
- Jones, C. and Jowett, V., 1998, *Managing facilities*, Butterworth Heinemann, Oxford
- Kasavana, M. and Smith, D., 1982, *Menu engineering: a practical guide to menu analysis*, Hospitality Publications, Lansing, Michigan
- Kasper, H. van Helsdingen, P. and deVries W., 1999, *Services Marketing Management: An International Perspective*, Wiley, New York
- Kelly, E. M. and Doyon, R., 1991, *Professional bar manager's handbook*, Van Nostrand Reinhold, New York
- Kinton. R., Ceserani. V. and Foskett, D., 1999, *The theory of catering*, 9<sup>th</sup> edition, Hodder and Stoughton, London
- Knowles, T., 1996, *Corporate Strategy for Hospitality*, Longman, Harlow
- Kotler, P., Bowen, J. and Making, J., 1999, *Marketing for hospitality and tourism*, 2nd edition, Prentice Hall, Hemel Hempstead
- Larousse encyclopaedia of wine*, 1994, Larousse International, Hammersmith

- Lawson, F., 1995, *Restaurants, Clubs and Bars: Planning, Design and Investment for Food Service Facilities*, Butterworth Heinemann, Oxford
- Lillicrap, D., Cousins, J. and Smith, R., 2002, *Food and beverage service*, Hodder and Stoughton, London
- Lipinski, R. A. and Lipinski, K. A., 1992, *The complete beverage dictionary*, Van Nostrand Reinhold, New York
- Lockwood, A., 1994, 'Developing operating standards' in Jones. P. (ed)., *The management of foodservice operations*, Cassell, London
- Martin, W., 1986, 'Defining what quality service is for you', *The Cornell Hotel and Restaurant Administration Quarterly*, 27(1) February: pp. 32-8
- Miller, J., 1980, *Menu pricing and strategy*, Van Nostrand Reinhold, New York
- Miller, S. C., 1988, 'Fine tuning your menu with frequency distributions' *Cornell Hotel and Restaurant Administration Quarterly*, 29(3) November: pp. 86-92
- Mintzberg, H., Quinn, J. B. and Ghoshal, S., 1998, *The Strategy Process*, revised European edition, Prentice Hall Europe, Hemel Hempstead
- Morris, B. and Johnston, R., 1987, *Dealing with the inherent variability - the difference between manufacturing and service*. Paper given at the Operations Management Association International Conference, Warwick University
- Mullins, L. J., 1998, *Managing people in the hospitality industry*, 3<sup>rd</sup> edition Longman, Essex
- Pannett, A. and Boella, M., 1996, *Principles of hospitality law*, Cassell, London
- Pavesic, D. V., 1985, 'Prime numbers, finding your menu's strengths', *Cornell Hotel and Restaurant Administration Quarterly*, 26(3) November: pp. 56-7
- Pavesic, D. V., 1989, 'Psychological aspects of menu pricing' *International Journal of Hospitality Management*, vol 8 issue 1
- Porter, M., 1980, *Competitive Strategy*, Free Press, New York
- Porter, M., 1985, *Competitive Advantage*, Free Press, New York
- Records, H. and Clennie, M., 1991, 'Service management and quality assurance', *The Cornell HRA Quarterly*, 32(1) May 1991: pp. 26—35
- Riley, M., 2000, *Managing people*, Butterworth Heineman, Oxford
- Robinson, J., 1999, *The oxford companion to wine*, Oxford University Press, Oxford

Shortt, D. P. J., 1992, *Pricing and profitability in the restaurant industry*, MBA dissertation, Henley/University of Brunel

Simon, J., 1999, *Wine with food: the ultimate guide to matching wine with food for every occasion*, Mitchell Beazley, London