

Hospitality resource list

Level 2

Books

Accounting in the Hotel & Catering Industry Published by: Longman, 1983 ISBN: 978-0582413405	Lightowlers, P. M; Wood, F
The A-Z of Food Safety Published by: Thorogood, 2007 ISBN: 978-1854183798	Stranks, J. W
Careers in Catering Hotel Administration and Management Published by: Kogan Page Ltd, 2000 ISBN: 978-0749431495	Kinross, J; Joseph, R
Cesarani and Kinton's Theory of Catering Published by: Hodder Arnold, 2007 ISBN: 978-0340939260	Cesarani, V; Kinton, R
European Gastronomy into the 21st Century Published by: Butterworth-Heinemann, 2001 ISBN: 978-0750652674	Cousins, J
Food and Beverage Service Published by: Hodder Arnold, 2006 ISBN: 978-0340905241	Lillicrap, D; Cousins, J
The Food Safety Handbook — Level 2 Published by: Highfield.co.uk Ltd, 2007 ISBN: 978-1904544951	Sprenger, R. A
Human Resource Management in the Hospitality Industry Published by: Butterworth-Heinemann, 2005 ISBN: 978-0750666367	Boella, M; Goss-Turner, S
Introduction to the Hospitality industry Published by: John Wiley & Sons, 2005 ISBN: 978-0471274575	Powers, T; Barrows, C. W
Managing Customer Service Published by Gower Publishing, 1998 ISBN: 978-0566080050	Hayes, J; Dredge, F
New Service Developments: Creating Memorable Experiences Published by: Sage Publications Inc, 1999 ISBN: 978-0761917427	Fitzsimmons, A. J; Fitzsimmons, M. J
Positively Outrageous Service Published by: Kaplan Business, 2004 ISBN: 978-0793188239	Gross, T. S

Practical Cookery Level 2 Diploma by
Published by: Hodder Education, 2010
ISBN: 978-1444112269

Campbell, J; Rippington, N; Foskett, D
Ceserani, V

Professional Chef Level 2
Published by: Cengage Learning EMEA, 2007
ISBN: 978-1844807062

Hunter, G; Tinton, T; Carey, P
Walpole, S

Service Breakthroughs: Changing the rules of the game
Published by: Free Press, 1990
ISBN: 978-0029146750

Heskett, J. L; Sasser, W. E
Hart, C. W. L

Service Quality: New Directions in Theory and Practice
Published by: Sage, 1993
ISBN: 978-0803949201

Rust, R; Oliver, R. L

Supervision and Leadership in Tourism and Hospitality
Published by: Thomson Learning, 2000
ISBN: 978-0304706860

van der Wagen, L; Davies, C

Professional Chef Level 1
Published by: Thomson, 2007
ISBN: 978-1844805303

Rippington, N.

Journals and Magazines

- En Passant
- Hospitality
- Occupational Safety & Health
- Restaurant
- Restaurant Magazine
- The Caterer
- Voice of the BHA

Websites

- Academy of Food and Wine Service
- BBC Food
- British Association of Hospitality Accountants
- British Hospitality Association
- Caterer and Hotelkeeper
- Caterer.com
- Directgov
- First Aid Training
- Food Standards Agency
- Foodlink
- formerly the Hospitality Training Foundation
- Health and Safety Executive
- Hospitality industry
- Hospitality Net
- Hotel Resource for Hospitality Professionals
- Human Relief Foundation

www.afws.co.uk
www.bbc.co.uk/food
www.baha-uk.org
www.bha.org.uk
www.caterer.com
www.caterersearch.com
www.direct.gov.uk
www.firstaidtraining.org.uk
www.food.gov.uk
www.foodlink.org.uk
www.people1st.co.uk
www.hse.gov.uk
www.hospitality-industry.com
www.hospitalitynet.org
www.hotelresource.com
www.hrf.org.uk

- Institute of Customer Service
- Institute of Hospitality
- International Hotel and Restaurant Association
- National Restaurant Association
- People 1st formerly the Hospitality Training Foundation
- Reference for learners and teachers
- Restaurant Association of Great Britain
- Restaurant Report
- Restaurants and Institutions Magazine
- Royal Society for the Prevention of Accidents
- Teachernet

www.instituteofcustomerservice.com

www.instituteofhospitality.org.uk

www.ih-racom

www.restaurant.org

www.people1st.co.uk

www.bized.ac.uk

www.ragb.co.uk

www.restaurantreport.com

www.rimag.com

www.rospa.com

www.teachernet.gov.uk