BIBLIOGRAPHY

Printed Sources

Engel, Beverly. <u>The Power of Apology: Healing Steps to Transform All</u>

<u>Your Relationships</u>. New York: Wiley, 2001.

Electronic Sources

"At the Front Desk." HKHK Edu. 13 September 2013.

http://www.hkhk.edu.ee/frontoffice/at_the_front_desk.html

Cooper, Caroline. "How to handle guest complaints." Hotel News Now.com.

23 April 2013. Hotel News Now. 10 October 2013.

http://www.hotelnewsnow.com/Article/10341/How-to-handle-guest-complaints>

"Dealing with Unhappy Customer." <u>Mindtools.com</u>. Mindtools. 2 October 2013.

http://www.mindtools.com/pages/article/unhappy-customers.htm

"De JAVA Hotel." De JAVA Hotel. 2013. 1 October 2013.

http://www.dejavahotel.com/ >

Divin, Stacy. "How to Handle Customer Service Complaints." <u>Ehow.com</u>. 15 October 2013.

- http://www.ehow.com/how_6651512_handle-customer-service-complaints.html
- "Empathy, Trust, Diffusing Conflict and Handling Complaints."

 <u>BusinessBalls.com</u>. 2012. 11 December 2013.

 http://www.businessballs.com/empathy.htm
- Fox, Anthony. "Training Isn't Only for New Employees: Creating a Culture of Lifelong Learning." http://hotelexecutive.com/business_review/2521/training-isnt-only-for-new-employees-creating-a-culture-of-lifelong-learning>
- Graham, Annie. "Are You Expert Enough To Solve Your Problem." <u>Hotel</u>

 <u>Cluster.com.</u> 5 October 2013.
 - http://www.hotelcluster.com/handle-hotel-guest-complaints/
- Kaladeen et al. "Does the boss has a right to yell at his employees?" <u>Too</u> <u>Step</u>. 2009. 30 October 2013.
 - http://toostep.com/debate/does-the-boss-has-a-right-to-yell-at-his-employees/>
- "Listen Actively." SkillsYouNeed.com. 2011. 10 December 2013. http://www.skillsyouneed.com/ips/active-listening.html
- "Listening is a Sign of Respect." <u>Accent on Business.net</u>. 23 June 2009.

 Accent on Business. 10 October 2013.
 - http://accentonbusiness.net/index.php/2009/06/23/listening-is-a-sign-of-respect/>
- Natalie, Jamie. "Top 10 ways to deal with customer complaints." <u>Business</u>

 <u>Zone.com</u>. 3 May 2010. Business Zone. 12 October 2013

```
<a href="http://www.businesszone.co.uk/topic/marketing-pr/top-10-ways-deal-customer-complaints/26453">http://www.businesszone.co.uk/topic/marketing-pr/top-10-ways-deal-customer-complaints/26453></a>
```

- Olsen, Kendall. "How to Respond to a Customer Complaint." Ehow.com.

 19 October 2013. Ehow Money.
 - http://www.ehow.com/how_2165095_respond-customer-complaint.html
- Richardson, Celia. "Why Can't I Control My Anger?" NHS.uk. 11

 December 2013.
 - http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/about-anger.aspx>
- Roberts, Courtney. "Guest Complaints." <u>Business Style</u>. 12 August 2013.

 Regis Franchise. 29 October 2013.

http://businessstyle.regisfranchise.com/2013/08/12/guest-complaints/

Scalzi, John. "Apologies: What, When and How." Whatever Scalzy.com.

15 April 2013. Word Press. 15 October 2013.

http://whatever.scalzi.com/2013/04/15/apologies-what-when-and-how/

Sephton, Connor. "What is the Importance of Front Office?" <u>Blurtit</u>. 13 September 2013.

http://employment.blurtit.com/1052040/what-is-the-importance-of-front-office-department>

Slyke, Erik Van. "The Art of Listening: The Key to Successful Complaint Resolution." <u>Hotel Executive.com</u>. 10 October 2013.

http://hotelexecutive.com/business_review/2322/the-art-of-listening-the-key-to-successful-complaint-resolution

```
"The Marketing Donut." <u>Atom Content Marketing</u>. 13 September 2013.

<a href="http://www.marketingdonut.co.uk/marketing/customer-care/customer-complaints/golden-rules-of-complaints-handling">http://www.marketingdonut.co.uk/marketing/customer-care/customer-complaints/golden-rules-of-complaints-handling</a>>
```

Victorian, Ombudsman. "Frequently Ask Question." Ombudsman.com. 30
October 2013.

http://www.ombudsman.vic.gov.au/www/html/43-frequently-asked questions.asp>

"What Are the Advantages and Disadvantages of off the Job

Training?" Ask.com. 2013. 16 December 2013.

http://www.ask.com/question/disadvantages-of-off-the-job-training?ad=SEO&an=SEO&ap=google.com&o=102140>

"Why is Employee Training Important?" <u>Ask.com</u>. 2013. 23 September 2013.

http://answers.ask.com/Business/Management_and_HR/why_is_employee_training_important

"Why Is Staff Training Important?" <u>Ask.com</u>. 2013. 16 December 2013. http://www.ask.com/question/why-is-staff-training-important>

