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A revised and updated edition of the New York Times–bestselling classic on understanding body language from the author of *Subtext*. *Body Language* helps you to understand the unconscious body movements and postures that provide intimate keys to what a person is really thinking and the secrets of their true inner selves. You will learn how to read the angle of shoulders, the tilt of a head, or the tap of a foot, in order to discern whether an individual is angry, frightened, or cheerful. You will be able to use *Body Language* to discover the most—and least—important per-

son in any group by the way others position themselves. The body is not able to lie, for it sends subtle signals to those who know how to read them. *Body Language* will even show you how to do it without others knowing you are observing them. *Body Language* was a huge best seller when first published and has remained in print ever since. It has been thoroughly updated and revised especially for this ebook edition.

Terrorists target a TV anchorman and his family in the #1 New York Times–bestselling author’s novel set in the high-pressure network news industry. Anchorman Crawford Sloane, a respected reporter who

made his name as a Vietnam War correspondent, thrives on the unpredictability of life in the newsroom. Whether he’s covering the imminent crash of an airliner in distress, terror in South America, or riots in Eastern Europe, or dealing with the cold-blooded politics of one of America’s premier news organizations, he never loses his cool. With terrorism dominating the evening news, Sloane takes precautions because he knows that as the face of American democracy, he’s a prime target for radicals. But when terrorists kidnap his family, he’s no longer reporting the news; he’s living it. Unwilling to rely on the help of ruthless network executives or the in-

trepid reporter who was once a rival for the affections of his wife, Sloane sets out to track down the kidnappers himself—and he soon learns that pure terror can lie behind the headlines.

This Fourth Edition helps readers develop the wide-ranging knowledge and analytical skills they need to succeed in today's burgeoning and dynamic hotel industry. This comprehensive volume encourages critical thinking by providing different points of view through contributions from sixty leading industry professionals and academics. Within a coherent theoretical structure, this updated edition enables readers to formulate their own ideas and solutions.

The #1 New York Times–bestselling author of *Hotel* and *Airport* “hits with another blockbuster,” a terrorist takedown of California’s power grid (*The Observer*). In the middle of a sweltering July heat wave that has no end in sight, California’s Golden State Power and Light is on overload. An emergency brownout is already in effect. Then, GSP&L’s newest and largest generator explodes. With four people dead and a widespread loss of power, a fringe group takes responsibility. But for GSP&L vice president Nim Goldman and his family; his

adversary, investigative reporter Nancy Molineaux; detective Harry London; and beautiful quadriplegic Karen Sloan, whose every breath depends on electric power, the terror is just beginning . . . A dramatic and timely story of the people and the events leading to a crisis, *Overload* presents a fascinating view of the little-known world of electric power production that is vital to contemporary life.

Widely acknowledged as a contemporary classic that has introduced thousands of readers to American literature, *From Puritanism to Postmodernism: A History of American Literature* brilliantly charts the fascinating story of American literature from the Puritan legacy to the advent of postmodernism. From realism and romanticism to modernism and postmodernism it examines and reflects on the work of a rich panoply of writers, including Poe, Melville, Fitzgerald, Pound, Wallace Stevens, Gwendolyn Brooks and Thomas Pynchon. Characterised throughout by a vibrant and engaging style it is a superb introduction to American literature, placing it thoughtfully in its rich social, ideological and historical context. A tour de force of

both literary and historical writing, this Routledge Classics edition includes a new preface by co-author Richard Ruland, a new foreword by Linda Wagner-Martin and a fascinating interview with Richard Ruland, in which he reflects on the nature of American fiction and his collaboration with Malcolm Bradbury. It is published here for the first time.

Looking at decolonization in the conditional tense, this volume teases out the complex and uncertain ends of British and French empire in Africa during the period of ‘late colonial shift’ after 1945. Rather than view decolonization as an inevitable process, the contributors together explore the crucial historical moments in which change was negotiated, compromises were made, and debates were staged. Three core themes guide the analysis: development, contingency and entanglement. The chapters consider the ways in which decolonization was governed and moderated by concerns about development and profit. A complementary focus on contingency allows deeper consideration of how colonial powers planned for ‘colonial futures’, and how divergent voices greeted the end of empire. Thinking

about entanglements likewise stresses both the connections that existed between the British and French empires in Africa, and those that endured beyond the formal transfer of power.

"A real zinger of a suspense story...Once in a very long time a book comes along that is such a spellbinder." --The Denver Post "Great entertainment!" --The Cleveland Plain Dealer "Supercharged." --Chicago Sun-Times

Es ist Montagabend. IN dem luxuriösen St. GREGORY Hotel in New Orleans herrscht Hochbetrieb. ALles klappt wie am Schnurhen: beim Empfang, auf den Etagen, in der Bar, in Küche und Keller. MAN konnte zufrieden sein. DOch unter der gleisenden Oberfläche knistert es: In dieser glamourösen Welt der Schönen und Reichen geben sich Leidenschaften, Liebe und Intrigen die Hand. DAMit nicht genug: Das St. GREGORY befindet sich in finanziellen Schwierigkeiten. Nicht nur der Hotelbesitzer Warren Trent ist davon betroffen. AUch seine hubsche Assistentin Christine sowie der ehrbare Geschäftsführer Peter McDermott müssen alles auf eine Karte setzen, um das Hotel zu retten ...

An overview of popular literature from the early nineteenth century to the present day from a historical and comparative perspective.

Cordelia Packer hates the unexpected, but she's in for a surprise when Jacob Stein offers to be her travel companion, all the way from San Diego to her sister's place in northern California. Before she knows it, her neatly laid out summer plan has turned into a wild road trip, where anything can - and does - happen. Who knew getting lost with a boy could be so much fun?

Master storyteller Arthur Hailey's #1 New York Times bestseller is a turbocharged thriller about America's automobile industry, from the bottom up Ford. Chrysler. General Motors. They were the Big Three, accused by critics of greed, monopoly, and abusing the public trust. In the shadows of these towering giants is American Motors, blazing its own path to greatness. Adam Trenton, the fiercely ambitious executive in charge of project development, wants to take the company into the future with the new, cutting-edge car he's developing, but his single-minded dedication has his neglected wife seeking dangerous thrills,

making Adam vulnerable to a growing web of deceit, blackmail, and organized crime. From Detroit's inner city to its affluent suburbs, from the executive suites and secret design studios to the assembly line jungle and the maximum security testing grounds, Wheels is a breakneck ride full of human drama through one of America's most complex and competitive industries. The concept of sustainability is important for companies both in the case of SMEs and worldwide multinational companies. Some key factors to help a company achieve its sustainability objectives are based on human resource management. Sustainable human resource management is a typical cross-functional task that becomes increasingly important at the strategic level of a company. Industry 4.0 technologies, Internet of Things, and competitive demands, as signs of globalization, have led to significant changes across the organizational structures and human resource strategies of companies. The increasing importance of sophisticated human resource strategies in the life of companies and the intention to find optimal design and operation strategies for sustainable human resource management were a

motivation for launching this book. This book offers a selection of papers which explain the impact of smart human resource management on economy. Authors from 14 countries published working examples and case studies resulting from their research in this field. The aim of this book is to help students at the level of BSc, MSc, and PhD level, as well as managers and researchers, to understand and appreciate the concept, design, and implementation of sustainable human resource management solutions.

The #1 New York Times–bestselling thriller about an airport thrust into chaos by a whiteout blizzard: “A spellbinder” (The Denver Post). As a raging blizzard wreaks havoc at Lincoln International Airport outside Chicago, airport and airline personnel try to cope with this unstoppable force of nature that is endangering thousands of lives. And in the air, a lone plane struggles to reach its destination. Over the course of seven pulse-pounding hours, a tense human drama plays out as a brilliant airport manager, an arrogant pilot, a tough maintenance man, and a beautiful stewardess strive to avert disaster. Featuring a di-

verse cast of vibrant characters, *Airport* is both a realistic depiction of the airline industry and a novel of nail-biting suspense. This ebook includes a foreword by the author.

This revised edition is a comprehensive, authoritative set of essays. It is more detailed and analytical than the mainstream treatments of HRM. As in previous editions, *Managing Human Resources* analyses HRM, the study of work and employment, using an integrated multi-disciplinary approach. The starting point is a recognition that HRM practice and firm performance are influenced by a variety of institutional arrangements that extend beyond the firm. The consequences of HRM need to incorporate analysis of employees and other stakeholders as well as the implications for organizational performance.

A course which develops all-round competence in English.

A death row confession sparks an investigation that will tear Miami apart in this “engrossing thriller” from the #1 New York Times–bestselling author (Booklist). Detective-Sergeant Malcolm Ainslie, a former Catholic priest, is about to start his vacation when a call comes in from death row.

Before serial killer Elroy Doil is taken to the electric chair, he wants to make a full confession to the cop who put him away. To close the books on additional murder cases in which Doil is a suspect, Ainslie drives four hundred miles to Florida State Prison. Although Doil confesses to ten other homicides, he insists that he didn’t commit the crime for which he will be executed the following day: the grisly slaying of a city commissioner and his wife. In his search for the real killer, Ainslie will discover that the upper levels of Miami’s government—including some of his closest colleagues—are more corrupt and dangerous than he ever imagined.

Here is a practical tool for teaching communication in the language classroom, suitable for use with students from elementary to advanced level. The book contains instructions for over 100 different participatory exercises. For each activity, notes are provided for organization, time, and preparation. A comprehensive table of activities and an index also are included. Copyright © Libri GmbH. All rights reserved.

In postwar Europe and the Middle East, Hilton hotels were quite literally “little Americ-

as." For American businessmen and tourists, a Hilton Hotel—with the comfortable familiarity of an English-speaking staff, a restaurant that served cheeseburgers and milkshakes, trans-Atlantic telephone lines, and, most important, air-conditioned modernity—offered a respite from the disturbingly alien. For impoverished local populations, these same features lent the Hilton a utopian aura. The Hilton was a space of luxury and desire, a space that realized, permanently and prominently, the new and powerful presence of the United States. *Building the Cold War* examines the architectural means by which the Hilton was written into the urban topographies of the major cities of Europe and the Middle East as an effective representation of the United States. Between 1953 and 1966, Hilton International built sixteen luxury hotels abroad. Often the Hilton was the first significant modern structure in the host city, as well as its finest hotel. The Hiltons introduced a striking visual contrast to the traditional architectural forms of such cities as Istanbul, Cairo, Athens, and Jerusalem, where the impact of its new architecture was amplified by the hotel's unprecedented siting and scale. Even in ci-

ties familiar with the Modern, the new Hilton often dominated the urban landscape with its height, changing the look of the city. The London Hilton on Park Lane, for example, was the first structure in London that was higher than St. Paul's cathedral. In his autobiography, Conrad N. Hilton claimed that these hotels were constructed for profit and for political impact: "an integral part of my dream was to show the countries most exposed to Communism the other side of the coin—the fruits of the free world." Exploring everything the carefully drafted contracts for the buildings to the remarkable visual and social impact on their host cities, Wharton offers a theoretically sophisticated critique of one of the Cold War's first international businesses and demonstrates that the Hilton's role in the struggle against Communism was, as Conrad Hilton declared, significant, though in ways that he could not have imagined. Many of these postwar Hiltons still flourish. Those who stay in them will learn a great deal about their experience from this new assessment of hotel space. *Scruples* is the novel that created publishing history, the first—and widely acknowledged to be the very best—novel ever writ-

ten about the staggeringly luxurious life of a Beverly Hills boutique and the people who work in it. *Scruples* was translated into twenty languages and made Rodeo Drive famous around the world. The *New York Post* said that "*Scruples* was born to be a smash bestseller. . . It has more inside information about the worlds of high fashion and Hollywood than you'd find in a dozen manuals." With *Scruples*, Judith Krantz earned her reputation as a blazingly talented and original storyteller. she takes her readers behind the scenes of wealthy and fame to show them the real people and the real emotions that exist at the core of even the most high-powered lives. *Scruples* is the leader of her #1 best-selling novels.

Master storyteller Arthur Hailey's *New York Times*-bestselling novel takes readers behind the scenes of the billion-dollar pharmaceutical drug industry. It starts as a routine case: Mary Rowe contracts hepatitis from unclean drinking water, and the infection should work its way out of her system in a few days. But when the illness worsens and she slips into a coma, Dr. Andrew Jordan is forced to tell Rowe's husband that his wife is dying. It's 1957 and

there simply isn't a drug that can save her. Pharmaceutical saleswoman Celia de Grey then offers Dr. Jordan a sample of an experimental drug that cures the dying woman overnight. This marks the beginning of an epic journey—and a great romance—for a dedicated internist and an idealistic, ambitious woman. The miracle cure establishes de Grey as a rising star within the industry. But as the years pass, she and her husband, Dr. Jordan, begin to realize that her bosses are driven not by the desire to eradicate disease, but by greed. Millions can be made in matters of life and death—for those who don't mind getting blood on their hands.

A once-fashionable now fading resort hotel. A spinster aunt living in the attic. Dirt roads that lead to dead ends. A house full of secrets and old, dusty furnishings, uninhabited for almost half a century. A twelve-year-old girl with a passion for double-chocolate ice-cream sodas, and decaying lake-fronts, and an obsession with the death by drowning of another young girl, forty years before. *Hotel Paradise* is a delicate yet excruciating view of the pettiness and cruelty of small town America. It is a

look at the difficult decisions a young girl must make on her way to becoming an adult and the choices she must make between right and wrong, between love and truth, between life and death.

The author shares his insights into the craft of writing and offers a humorous perspective on his own experience as a writer.

"Slow violence" from climate change, toxic drift, deforestation, oil spills, and the environmental aftermath of war takes place gradually and often invisibly. Rob Nixon focuses on the inattention we have paid to the lethality of many environmental crises, in contrast with the sensational, spectacle-driven messaging that impels public activism today.

The #1 bestselling author of the blockbuster thrillers *Airport* and *Hotel* takes on the world of high finance: "Cliched, lurid and utterly absorbing" (Philip Hensher, *The Guardian*). Ben Roselli, president of First Mercantile American Bank and grandson of the founder, makes the shocking announcement that he's dying. With no offspring to inherit the company, Roselli knows that executive VPs Roscoe Heyward and Alex Vandervoort are the obvious can-

didates to succeed him. Heyward, who has been with First Mercantile for two decades, will do whatever it takes to bring in new clients and win the coveted presidency. Vandervoort, a newcomer from the Federal Reserve with a left-wing girlfriend, advocates for a socially responsible plan of growth. And now the discovery of counterfeit cash and credit card fraud threatens the future of the bank itself. From the day-to-day business dealings to the inner sanctums of the money trading center and the boardroom, Hailey's novel is a riveting tale of ambition, greed, and the US banking system.

Sergeant Malcolm Ainslie of the Miami police homicide department is about to take a well-earned family holiday when he is called away on an urgent mission. A criminal on Death Row with only a few hours to live before being sent to the electric chair has requested that Ainslie hear his confession. Will Elroy 'Animal' Doyle finally confess to the series of grisly double murders for which Ainslie hunted him down? Or, as Ainslie is a former Catholic priest, does the convicted man's desire to 'confess' have a totally different meaning?

This book is based on the premise that being good is just not good enough in today's competitive environment. For hotel owners and managers who want to achieve lasting business success through a root and branch review of key processes, *How To Run a Great Hotel* is a 'must read'. It will serve as a personal business consultant for the hotel professional, probing and testing their thinking across four critical themes which are proven to drive excellence. The content focuses less on day-to-day operations and more on big picture concerns such as strategy development, enhancing leadership skills, engaging employees and attaining customer focus, all of which are central to building a great hotel. Without clear direction in these important areas to guide activities, ongoing daily effort can be counterproductive. It's easy for hoteliers to lose sight of their goals when, engulfed by operational demands, they are often forced to just do rather than to think about what they are doing. This book provides the reader with an opportunity to step back and take a fresh look at their hotel, no matter where it currently lies in its life cycle. The purpose of the book is to get them to question

what it is they are doing, why they are doing it and to offer guidance on how they can make it even better. The book is easy to read, practical, and action oriented. It will help the reader to define clear plans with measurable goals for improved personal and business performance. AUTHOR BIOG: Enda Larkin was born in Dublin, Ireland and has over 25 years experience in the hotel industry having held a number of senior management positions in Ireland, UK and the US. In 1994 he founded HTC Consulting (www.htc-consult.com) which specialises in working with enterprises in hospitality and tourism and since that time has led numerous consulting projects for public and private sector clients throughout Europe and the Middle East. He holds an MBA from ESCP-EAP Paris, a BSc in Management from Trinity College Dublin and a Higher Diploma in Hotel Management from Dublin College of Catering. He currently lives in Geneva, Switzerland and is a member of the Institute of Hospitality. He may be contacted at info@htc-consult.com. CONTENTS: Acknowledgements Foreword Preface Introduction Theme 1 - Define Direction Chapter 1. What is a strategic map and how can it help you to achieve excel-

lence? Chapter 2. How can you create a strategic map for your hotel? Chapter 3. How can you measure the impact of your strategic map over time? Theme 2 - Lead to Succeed Chapter 4. What does leading people actually involve? Chapter 5. How can you improve leadership effectiveness at your hotel? Chapter 6. How can you measure leadership effectiveness over time? Theme 3 - Engage Your Employees Chapter 7. What does engaging your employees actually involve? Chapter 8. What can you do to more fully engage your employees? 9. How can you measure employee engagement levels over time? Theme 4 - Captivate your customers Chapter 10. What is SERVICEPLUSONE and why is it important? Chapter 11. How can you attain SERVICEPLUSONE at your hotel? Chapter 12. How can you measure the impact of SERVICEPLUSONE over time? Make it Happen Theme 1 - Define Direction Theme 2 - Lead to Succeed Theme 3 - Engage Your Employees Theme 4 - Captivate Your Customers Looking ahead Tools and Resources Index.

The #1 New York Times–bestselling author of *Airport* reveals the inner workings of a New Orleans hotel—and the human drama

unfolding behind its closed doors. During five sultry days, the lives of the guests, the management, and the workers at New Orleans' largest and most elite hotel converge. The owner has four days to raise the money to save his financially ailing property. The general manager, once blacklisted from the hospitality business, struggles with one crisis after another. A rebellious heiress will do anything to attain her secret desires. The duke and the duchess in the lavish presidential suite are covering up a crime. And within one of the many guest rooms hides a professional thief. Filled with memorable characters and authentic detail about the inner machinery and secrets of a five-star hotel, this gripping New York Times bestseller sold millions of copies and was adapted for both film and TV. Set in a time when travel was still glamorous and grand independent hotels set the standard for luxury, it's a read like a vacation in itself, from the author of such behind-the-scenes blockbusters as *The Moneychangers* and *Wheels*.

(Includes maps) From September 1943, when Allied troops came ashore near Salerno, until German surrender in May 1945,

312,000 Allied soldiers were killed, wounded, or missing in Italy. Was a campaign that from the first faced the bleak prospect of coming to a dead end against the forbidding escarpment of the Alps worth that cost? Was the objective of tying down German troops to avoid their commitment in northwestern Europe all that the campaign might have accomplished? The answers to those questions have long been sought but, as is the nature of history, must forever remain conjecture. What is established, however, is the tenacity and intrepidity displayed by American and Allied soldiers in the face of a determined and resourceful enemy, harsh weather, sharply convoluted terrain, limited numbers, and indefinite goals in what many of them must have looked upon as a backwater of the war. This volume relates the story of the last year of their struggle. Three volumes previously published tell of the campaign in northwest Africa, the conquest of Sicily and covert politico-military negotiations leading to surrender of the Italian armed forces, and the campaign from the Allied landings on the mainland through the bitter disappointment of the amphibious as-

sault at Anzio. This volume is thus the capstone of a four-volume series dealing with American military operations in the western Mediterranean.

First Published in 1996. Routledge is an imprint of Taylor & Francis, an information company.

Collocations are combinations of words which frequently appear together. Using them makes your English sound more natural. Presents and explains approximately 1,500 word combinations in typical contexts using tables, charts, short texts and dialogues.

The #1 New York Times–bestselling author's classic novel of life and death drama inside a major American hospital—"easy to read and hard to stop reading" (Kirkus Reviews). Change is in the air when a new board chairman sets out to modernize and expand Three Counties Hospital in Burlington, Pennsylvania—a once venerable institution whose standards have slipped. Dynamic Dr. Kent O'Donnell, a Harvard Medical School–trained surgeon, accepts the board's offer to lead and reform the run-down, disorganized hospital because he wants to make his mark on the world. As

medical-board president, O'Donnell faces his greatest challenge in Dr. Joe Pearson, Three Counties' elderly head pathologist. Once an excellent diagnostician, Pearson is now out of touch with the latest research and procedures in laboratory medicine. But if the hospital lets the imperious doctor go, it risks losing an important benefactor's financial support. Arthur Hailey's fascinating, dramatic, and scrupulously researched story reveals both the professional, personal, and romantic aspects of an administrator-surgeon's life, as well as the tragedies and moments of joy that occur every day in a hospital—a place where life often begins and ends.

Life is tough in organizations, both for managers and the managed. Based on close collaboration with a number of high profile organizations such as BT, Citibank, Hewlett Packard, and Kraft Jacobs, this book sheds light on the organizational responses to large scale changes and details the changing demands made of employees in the process. It goes beyond fashionable management rhetoric to uncover the reality of human resource management.

No Marketing Blurbs

Here, Day And Night Were Interchangeable. The Immaculately Dressed Chowringhee, Radiant In Her Youth, Had Just Stepped On To The Floor At The Nightclub. Set In 1950S Calcutta, Chowringhee Is A Sprawling Saga Of The Intimate Lives Of Managers, Employees And Guests At One Of Calcutta S Largest Hotels, The Shahjahan. Shankar, The Newest Recruit, Recounts The Stories Of Several People Whose Lives Come Together In The Suites, Restaurants, Bar And Backrooms Of The Hotel. As Both Observer And Participant In The Events, He Inadvertently Peels Off The Layers Of Everyday Existence To Expose The Seamy Underbelly Of Unfulfilled Desires, Broken Dreams, Callous Manipulation And Unbidden Tragedy. What Unfolds Is Not Just The Story Of Individual Lives But Also The Incredible Chronicle Of A Metropolis. Written By Best-Selling Bengali Author Sankar, Chowringhee Was Published As A Novel In 1962. Predating Arthur Hailey S Hotel By Three Years, It Became An Instant Hit, Spawning Translations In Major Indian Languages, A Film And A Play. Its Larger-Than-Life Characters The Enigmatic Manager Marco Polo, The Debonair Receptionist Sata Bose, The Trag-

ic Hostess Karabi Guha, Among Others Soon Attained Cult Status. With Its Thinly Veiled Accounts Of The Private Lives Of Real-Life Celebrities, And Its Sympathetic Narrative Seamlessly Weaving The Past And The Present, It Immediately Established Itself As A Popular Classic. Available For The First Time In English, Chowringhee Is As Much A Dirge As It Is A Homage To A City And Its People.

This research monograph aims at developing an integrative framework of hotel revenue management. It elaborates the fundamental theoretical concepts in the field of hotel revenue management like the revenue management system, process, metrics, analysis, forecasting, segmentation and profiling, and ethical issues. Special attention is paid on the pricing and non-pricing revenue management tools used by hoteliers to maximise their revenues and gross operating profit. The monograph investigates the revenue management practices of accommodation establishments in Bulgaria and provides recommendations for their improvement. The book is suitable for undergraduate and graduate students in tourism, hospitality, hotel management, services studies programmes, and

researchers interested in revenue/yield management. The book may also be used by hotel general managers, marketing managers, revenue managers and other practitioners looking for ways to improve their

knowledge in the field.

This fifteen-unit course deals with the many situations in which hotel employees meet guests, including reception, restaurant and bar work, answering the phone,

giving directions, dealing with guests' problems, writing short e-mails and letters, suggesting places to visit and explaining how things work. A Student's Book and Audio CD are also available.