



Ebook Directory
the best source of ebook

The book was found

Managing Airports 4th Edition: An International Perspective



Synopsis

Managing Airports presents a comprehensive and cutting-edge insight into today's international airport industry. Approaching management topics from a strategic and commercial perspective rather than from an operational and technical angle, the book provides an innovative insight into the processes behind running a successful airport. This 4th edition has been fully revised and updated to reflect the many important developments in the management of airports and issues facing the aviation industry since the 3rd edition. The 4th edition features: New content on: coping with an increasingly volatile and uncertain operating environment, social media and other trends in technology, the evolving airport-airline relationship, responding to sustainability pressures and new security policies. New chapter focused solely on service quality and the passenger experience. This is to reflect the increasing need for airports to offer wide ranging and quality services to their diverse customer base to remain competitive and to achieve high satisfaction levels. Up dated and new international case studies to show recent issues and theory in practice. New case studies on emerging economies such as China, India and Brazil. Accessible and up-to-date, Managing Airports is ideal for students, lecturers and researchers of transport and tourism, and practitioners within the air transport industry.

Book Information

Paperback: 344 pages

Publisher: Routledge; 1 edition (November 8, 2013)

Language: English

ISBN-10: 0415529417

ISBN-13: 978-0415529419

Product Dimensions: 7.4 x 0.8 x 9.7 inches

Shipping Weight: 1.7 pounds (View shipping rates and policies)

Average Customer Review: 3.1 out of 5 stars 2 customer reviews

Best Sellers Rank: #180,084 in Books (See Top 100 in Books) #4 in Books > Engineering & Transportation > Transportation > Aviation > Airport #39 in Books > Engineering & Transportation > Transportation > Aviation > Commercial #450 in Books > Business & Money > Industries > Hospitality, Travel & Tourism

Customer Reviews

'Anne Graham's book should be essential reading for anyone working, analyzing, investing, studying or just generally interested in the airport industry. It is one of the few books dedicated to

the topic of airport management at an international level and it manages to capture the key fundamentals of the industry in a clear and concise way. Many of the issues raised in the book are timely, important, challenging and controversial, and Dr. Graham analyses these in detail, providing the essential background and presenting the perspectives of the different players. Managing Airports has become a true classic of the airport industry literature.’- Dr. Rafael Echevarne, Director, Economics and Program Development, ACI World ‘Managing Airports’™ status as ‘the top must read’ for airport professionals, academics and researchers remains unaltered, especially with this new fourth edition. There have been significant changes in airport management since 2008, namely, the shifting balance of power towards emerging markets, increasing emphasis on service quality and enhancing the passenger experience and the airport having to cope with more challenging capital market conditions post-2008. All of these pressing issues have been incorporated in this new fourth edition. Readers will especially appreciate new chapters on airport operations and airport service quality which reflects the extent to which a growing number of airport operators have re- focussed in recent years on try to deliver an improved airport experience for their customers.’ - Dr. Romano Pagliari Senior Lecturer, Department of Air Transport, Cranfield University

Dr Anne Graham is a Reader in Tourism and Transport at the University of Westminster, UK.

Comprehensive with up to-date information on airports around the worldA must read for those wanting to know more on the aviation industry

Very disappointed this ebook does not show page numbers, no way to reference. Don't buy if you need to reference including page numbers. How does and seller expect students to use this book? suppose I'm in class and tutor says go to page 100, really disappointed.

[Download to continue reading...](#)

Managing Airports 4th Edition: An international perspective Draw in Perspective: Step by Step, Learn Easily How to Draw in Perspective (Drawing in Perspective, Perspective Drawing, How to Draw 3D, Drawing 3D, Learn to Draw 3D, Learn to Draw in Perspective) Art Deco Airports: Airports of Dreams From 1920's & 1930's Planning and Design of Airports, Fifth Edition (P/L Custom Scoring Survey) Applied International Finance: Managing Foreign Exchange Risk and International Capital Budgeting New York's Airports: John F. Kennedy, Newark, LaGuardia British Airports: Then & Now Planning and design of airports (McGraw-Hill series in transportation) Historic Airports: Proceedings

of the L'Europe de l'Air Conferences on Aviation Architecture The Planning and Design of Airports
Jane's Airports Equipment & Services 2004-2005 (Jane's Airport Equipment and Services)
Environmental Management for Airports and Aviation (Jane's Special Reports) Jane's Airports
Equipment & Services 2005-06 (Jane's Airport Equipment and Services) World Airports Spotting
Guides The Travel Detective Flight Crew Confidential: People Who Fly for a Living Reveal Insider
Secrets and Hidden Values in Cities and Airports Around the World Ultimate Book of Airplanes and
Airports (The Ultimate Book of) TSA Baggage: An Inside Look at the Good, the Bad, and the Ugly at
America's Airports American Map Memphis, Tennessee: Points of Interest; Recreation Areas; City
Insets' Highways and Connecting Roads; Schools' Airports (City Slicker) Greater Richmond, Virginia
Street Map Book: Includes Richmond, Colonial Heights, Airports ... The Book on Managing Rental
Properties: A Proven System for Finding, Screening, and Managing Tenants with Fewer Headaches
and Maximum Profits

[Contact Us](#)

[DMCA](#)

[Privacy](#)

[FAQ & Help](#)