The many areas of operations management, from job design to ethics are discussed in this text. Its findings are supported by using case studies, and the international background of the contributors gives the book a global dimension. Though spectator and player security has always been a priority for sport and facility managers at all levels, large-scale threats such as terrorism or natural disasters have become even more critical management concerns. Proactive sport and facility managers understand the role they must take in working with local law enforcement, contracted security personnel, and their own employees to adequately plan for and respond to threats—both manmade and natural. Security Management for Sports and Special Events: An Interagency Approach to Creating Safe Facilities presents a systematic approach to stadium and venue security. Unlike traditional risk management books that present guidelines to promote safety and discourage litigation in sport and recreation settings, Security Management for Sports and Special Events deals specifically with natural disasters, terrorism, crowd control problems, and other large-scale threats. As sport and facility managers seek to broaden their building management capabilities, this text offers detailed guidance in improving the quality, coordination, and responsiveness of security protocols within their facilities. With this text, sport and facility managers examine the concerns and challenges to security and emergency planning for both sport and non-sport events held at their facilities. Security Management for Sports and Special Events offers an organized explanation of event security to support the planning, implementation, and communication of security and emergency plans to staff and game-day hires as well as the assessment of emergency preparation. Drawing on numerous examples from both in and out of sport, readers will consider the challenges, solutions, best practices, and prescriptions for coordinating the efforts of staff, law enforcement, and security personnel. Readers will find an array of tools that assist in understanding and implementing the material presented: • Case studies at the end of each chapter and “Lessons Learned” sections that summarize and apply the information to a real-world scenario • Chapter goals and application questions that provide a clear map for the chapter and promote critical thinking of the issues • Sidebars throughout the text that provide examples of important current issues in sport and event security management • Reproducible checklists, forms, and additional resources that help in designing and implementing plans • More than 20 appendix items, including key guidelines, checklists, and needs assessments Emphasizing interagency development and a team approach to sport event security management, Security Management for Sports and Special Events allows sport and facility managers to lessen risk, control insurance costs, and uphold the integrity of their facilities through security management procedures. The text is developed according to the requirements of the Department of Homeland Security’s National Incident Management System (NIMS) and serves as the manual for managers seeking to achieve the SESA Seal of Approval offered by the University of Southern Mississippi’s National Center for Spectator Sports Safety and Security (NCS4). Developed by the authors and the only dedicated research facility for sport security management, NCS4 is on the cutting edge of researching and assessing game-day operations for security and crisis management. Security Management for Sports and Special Events is a practical resource for identifying and managing potential threats to fans’ and players’ safety. With proper protocols in place and a coordinated response, sport and facility professionals can ensure the safety of participants and spectators from terrorism, natural disasters, and other potential encounters. The many areas of operations management, from job design to ethics are discussed in this text. Its findings are supported by using case studies, suggestions and solutions. Good qualitative research can help sport management researchers and industry professionals solve difficult problems and better understand their organisations, stakeholders and
performance. Now in a fully revised and extended new edition, this book is a user-friendly introduction to qualitative methods in sport management. Covering the full research process from research planning to reporting results, this edition includes expanded coverage of cutting-edge areas including digital and social media research, critical realism, and social network analysis. The book examines the reflective and interrogative processes required for developing effective qualitative research questions and includes a deeper discussion of ontology and epistemology in the light of today’s rapidly changing society. It takes the reader step-by-step through essential and emerging qualitative methods, from actor network theory and ethnography to computer-assisted data analysis and sampling typologies. Every chapter includes examples of real qualitative research, including shorter "research briefs" and extended case studies, reflecting the exciting qualitative research that is currently occurring in sport business and management, and highlighting the links between research and sport management practice. This is essential reading for courses in sport management, sport business, sport policy, sport marketing, sport media, and communications. It provides students, researchers, and practitioners with the knowledge and skills to undertake qualitative research while deepening their understanding of how the social world can be perceived and interpreted through a particular theoretical lens. Useful online materials include recommended readings and PowerPoint slides.

For nearly thirty years George Torkildsen’s classic textbook has been the most comprehensive and engaging introduction to sport and leisure management available to students at all levels. Now in a fully revised sixth edition, it is still the only textbook that covers all the key topics taught within contemporary sport and leisure management courses. This new edition includes expanded coverage of the practical managerial skills that students must develop if aiming for a career in the sport and leisure industry, from planning and managing people to marketing and entrepreneurship. It includes five completely new chapters on leisure in the home, financial management, quality management and law and enterprise, reflecting important developments in contemporary sport and leisure. This edition retains the hallmark strengths of previous editions, including in-depth discussion of the social and cultural context of sport and leisure, full analysis of the public, private and voluntary sectors, and a review of key products and services, including sport, tourism, the arts, play and leisure in the natural environment. Richly illustrated throughout with up-to-date evidence, data, case-studies and international examples, each chapter also contains a range of useful pedagogical features, such as discussion questions, practical tasks and structured guides to further reading and resources. For the first time, a dedicated companion website offers additional teaching and learning resources for students and lecturers. Visit the companion website at www.routledge.com/textbooks/taylor

The international nature of the sport industry presents many management challenges and opportunities for sport organisations. This book brings together cutting-edge research from leading sport management scholars around the world, surveying a wide range of topics and issues facing the sport industry today. It represents an essential platform for the international exchange of ideas, best practice and research in sport management studies. The globalisation of the sport industry has brought increased complexity to organisations’ operations in terms of regulation, competition and multiculturalism. Drawing on a wealth of original research from fifteen countries, this book addresses a variety of global, regional, national and community issues that are central to successful sport management. Combining both qualitative and quantitative studies, it explores key themes, such as managing resources and organisational change, marketing and promotion, law and regulation, sport-for-development and research protocols. Global Sport Management Studies: Contemporary issues and inquiries is essential reading for all students and scholars of sport management, sport business and sport marketing, as well as for any professional working in the sport and leisure industries.
This new edition of a widely adopted textbook equips students with a comprehensive understanding of the sport industry. With a focus on management, strategy, marketing and finance, the decision-making approach of the book emphasizes key concepts while translating them into practice. Content specific to each of the vital stakeholders in the sport business is included. Foster, O’Reilly and Dávila present a set of modular chapters supported with international examples. Supplementary materials available to instructors include mini-cases, full case studies, activities, in-class lecture materials and exercises to help students apply the decision-making approach to real-world situations. The book includes content about sport organizations, such as the Olympic Games, FIFA World Cup, the European Premier Leagues and Major North American Professional Sport Leagues. Stanford cases are updated for the second edition and entirely new chapters cover the latest topics, including esports, sports gambling, fantasy sports and crisis management. This is an ideal textbook for upper-level undergraduate and postgraduate students of sports business and management.

The third edition of Governance and Policy in Sport Organizations introduces readers to the power and politics of sport organizations. It explores the managerial activities essential to governance and policy development, and it looks at the structure and function of organizations like those with which readers will interact in the workplace. It also demonstrates where the power lies in an organization or industry segment and how individual sport organizations fit in to the greater industry. Current policy issues and the ethical questions they raise are also addressed. Real-world case studies demonstrate the types of dilemmas that sport managers face every day. In addition, professional administrators from a wide variety of sport organizations contribute their perspectives, giving readers a glimpse into the real concerns of sport professionals and the impact of governance and policy on their jobs. The book’s practical foundations, readability, and logical organization all help readers to understand the big picture of the sport industry and their place in it as future sport managers. New to the third edition is a chapter on individual professional sport, which explores how this industry segment differs from professional sport leagues. In addition, contributions from Thierry Zintz, from the Universite catholique de Louvain, offer insights into European sport organizations.

Managing Sport Facilities, Third Edition, provides students with the vital information and vocabulary to make smart decisions in all areas of facility management. This edition includes a new chapter on green facility management.

In today’s competitive markets, considering the demand and the supply chain sides is crucial to keeping revenue and customer satisfaction maximized. Managing and planning demand play a vital role in the sustainability of a company. This is the first book to discuss managerial, mathematical, and conceptual framework of influencing factors on demand along with accurate mathematical analyses to evaluate and raise revenue. The book provides an understanding of the key elements that impact buyer demand. It presents the mathematical relationship between the influencing factors and the demand functions. It discusses the methods used for inspiring demand, how to measure demand dependency on components such as price, quality, and inventory, and it helps management improve alignment between supply and demand by affecting the level and understanding of the role within supply chain management (SCM). This book is applicable for the professional as well as for academia. It can help those working in SCM, project management, production, inventory control, scheduling, engineering management, retail management, and operations management.

What makes a sport enterprise successful? How can managers working in sport improve organizational effectiveness through strategic behaviour management? This comprehensive and accessible textbook addresses these important questions and examines the theories that underpin organizational analysis in sport. Helping both students and practitioners to understand the different types of behaviour that occur within a sports enterprise, it also
demonstrates how to develop ways of managing behaviour more effectively for the benefit of all stakeholders. The book explores behaviour on individual, interpersonal, group and whole-organization levels, and presents an evidence-based framework for analysis built around key concepts such as: Change and culture Leadership Motivation, rewards and incentives Power and influence Conflict, disputes and grievances Equity, diversity and inclusion. With international case studies, learning objectives, review questions and guides to further reading included in every chapter, no other textbook develops critical skills or an awareness of ethical issues in such detail and depth. Organizational Behaviour in Sport is essential reading for all students and practitioners working in sport, leisure or recreation management.

Human Resource Management in Sport and Recreation, Third Edition, provides current and future practitioners with a solid foundation in research and application of human resource management in the sport and recreation industries. The third edition prepares students for success by bringing into focus the three divergent groups of people who constitute human resources in sport and recreation organizations: paid professional workers, volunteers, and the clients themselves. Dr. Packianathan Chelladurai, pioneer in the field of sport management, continues to bring his expertise to this edition; he is joined by new coauthor Dr. Shannon Kerwin, an active researcher in organizational behavior and human resource management in sport. With more than 50 collective years of experience in teaching management of human resources, Chelladurai and Kerwin synthesize the core dynamics of human resources and the management of these resources as well as the role of the sport and recreation manager. The third edition’s updated references, examples, and studies reflect the increased growth, interest, and complexity in human resource management in recreation and sport in recent years. Additional enhancements of the third edition include the following: • A new opening chapter on the significance of human resources describes consumer services, professional services, and human services and provides a model for the subsequent chapters. • A greater emphasis is placed on recruitment and training as an essential component of success. • New “Technology in Human Resource Management” and “Diversity Management of Human Resources” sidebars connect theory to practice for sport managers as they confront contemporary issues in the workplace. • Case studies at the end of each chapter help students apply concepts from the chapter to real-world scenarios. • Instructor ancillaries help instructors prepare for class with the use of an instructor guide with a syllabus, tips for teaching, and additional resources, as well as an image bank. In addition, updated pedagogical aids include learning objectives, summaries, lists of key terms, comprehension questions, and discussion questions to guide student learning through each chapter. Sidebars throughout the text provide applied concepts, highlight relevant research, and offer digestible takeaways. Organized into four parts, the text begins by outlining the unique and common characteristics of the three groups of human resources in sport and recreation. Part II focuses on differences in people and how the differences affect behavior in sport and recreation organizations. In part III, readers explore significant organizational processes in the management of human resources. Part IV discusses two significant outcomes expected of human resource practices: satisfaction and commitment. Finally, a conclusion synthesizes information and presents a set of founding and guiding themes. Human Resource Management in Sport and Recreation, Third Edition, explains essential concepts in human resources in the sport and recreation industries. The authors present a clear and concise treatise on the critical aspects of management of human resources within sport and recreational organizations to help aspiring and current professionals maximize their potential in the field.

Effective marketing is essential for any successful sport organization, from elite international teams to local leagues. Now in a fully revised and updated third edition, Advanced Theory and Practice in Sport Marketing is still the only text to introduce key theory and best practice at an advanced level. This new edition goes beyond the introductory marketing course by exploring
advanced marketing theories related to social responsibility, global issues, information systems, consumer behavior, product management, logistics, sales, promotions, and social/digital/mobile media. New to the edition are sections on branding, destination marketing, and performance evaluation that demonstrate how to measure impacts through sport marketing and how to use analytics to determine sport marketing success. Every chapter contains extended case studies and theory-to-practice insights from marketing professionals around the world and a companion website includes an impressive array of additional teaching and learning resources. Advanced Theory and Practice in Sport Marketing goes further than any other textbook to prepare students for the real world of sport marketing. It is essential reading for any upper-level undergraduate or postgraduate course in sport marketing or sport business.

Now available in a fully revised and updated third edition, Sport Management: Principles and Applications examines the nature of the sport industry and the role of the state, non-profit and professional sectors in sport. It focuses on core management principles and their application in a sporting context, highlighting the unique challenges faced in a career in sport management. Written in highly accessible style, each chapter has a coherent structure designed to make key information and concepts simple to find and to utilize. Chapters contain a conceptual overview, references, further reading, relevant websites, study questions and up-to-date case studies from around the world to show how theory works in the professional world. Topics covered include: strategic planning organizational culture organizational structures human resource management leadership governance financial management marketing performance management. This book provides a comprehensive introduction to the practical application of management principles within sport organizations. It is ideal for first and second year students studying sport management related courses, as well as those studying business focused and human movement/physical education courses who are seeking an overview of sport management principles. Visit the companion website at www.routledge.com/textbooks/hoye

Keeping pace with the rapidly evolving field of sport management, Contemporary Sport Management, the authoritative introductory text in the field, returns with a thoroughly updated seventh edition. Over 50 contributors with a diverse array of cultural and educational backgrounds deliver a complete and contemporary overview of the field, presented in full color for a visually engaging read. With a simplified structure to reflect current demands of the profession and addressing all the Common Professional Component topics outlined by the Commission on Sport Management Accreditation (COSMA), Contemporary Sport Management, Seventh Edition With HKPropel Access, is organized into three parts. Part I, Introduction to Sport Management, provides an overview of the field and leadership concepts associated with it. Part II, Sport Management Sites, details the major settings in which many sport management careers are carried out, including new content on sport participation across the life span. In part III, Sport Management Functions, readers will learn about the key functional areas of sport management, including sport marketing, sport communication, sport facility and event management, and more, with new content on sales as a career path. New and updated content throughout this edition allows students to stay on the leading edge of the field: Discussion of the evolution of esports, fantasy sports, and sport betting Content covering emerging technologies in sport management, including streaming, artificial intelligence (AI), augmented reality (AR), and virtual reality (VR) New case study sidebars with short-answer questions Recommended Case Studies in Sport Management journal articles for each chapter, designed to promote critical thinking and demonstrate understanding of chapter content Related student learning activities and recommended articles are now delivered through HKPropel. These supplemental materials are designed to increase student engagement and enhance understanding of chapter content. With more than 200 activities, including comprehension activities, web activities, and Day in the Life activities tied to professional
profiles, students will be challenged to think critically about sport management as both a field of study and a vibrant professional environment with a variety of career paths, and they will develop insight into issues they will encounter in their careers. Chapter quizzes are also included and can be assigned by instructors. Contemporary Sport Management, Seventh Edition, will broaden students' understanding of sport management issues, emphasizing critical thinking, ethics, and diversity while providing students with an introduction to all the aspects of the field they need to know as they prepare to enter the profession. Note: A code for accessing HKPropel is not included with this ebook but may be purchased separately.

An ideal text for students in sport facility and event management courses as well as an invaluable reference for managers and industry professionals. The updates to this third edition include an expanded discussion of naming rights and privatization and a comprehensive event manual. This edition also features a new chapter entitled "Booking & Scheduling".

Managing Major Sports Events: Theory and Practice is a complete introduction to the principles and practical skills that underpin the running and hosting of major sports events, from initial bid to post-event legacy and sustainability. Now in a fully revised and updated new edition, the book draws on the latest research from across multiple disciplines, explores real-world situations, and emphasises practical problem-solving skills. It covers every key area in the event management process, including: • Bidding, leadership, and planning; • Marketing and human resource management; • Venues and ceremonies; • Communications and technology (including social media); • Functional area considerations (including sport, protocol, and event services); • Security and risk management; • Games-time considerations; • Event wrap-up and evaluation; • Legacy and sustainability. This revised edition includes expanded coverage of cutting-edge topics such as digital media, culture, human resources, the volunteer workforce, readiness, security, and managing Games-time. Each chapter combines theory, practical decision-making exercises, and case studies of major sports events from around the world, helping students and practitioners alike to understand and prepare for the reality of executing major events on an international scale. Also new to this edition is an "Outlook, Trends, and Innovations" section in each chapter, plus "tips" from leading events professionals.

Managing Major Sports Events: Theory and Practice is an essential textbook for any course on sports event management or international sports management, and an invaluable resource for all sport management researchers, practitioners and policymakers. Online resources include PowerPoint slides, multiple choice questions, essay questions, stories, and decision-making exercises.

This remarkable volume highlights the importance of Production and Operations Management (POM) as a field of study and research contributing to substantial business and social growth. The editors emphasize how POM works with a range of systems—agriculture, disaster management, e-commerce, healthcare, hospitality, military systems, not-for-profit, retail, sports, sustainability, telecommunications, and transport—and how it contributes to the growth of each. Martin K. Starr and Sushil K. Gupta gather an international team of experts to provide researchers and students with a panoramic vision of the field. Divided into eight parts, the book presents the history of POM, and establishes the foundation upon which POM has been built while also revisiting and revitalizing topics that have long been essential. It examines the significance of processes and projects to the fundamental growth of the POM field. Critical emerging themes and new research are examined with open minds and this is followed by opportunities to interface with other business functions. Finally, the next era is discussed in ways that combine practical skill with philosophy in its analysis of POM, including traditional and nontraditional applications, before concluding with the editors' thoughts on the future of the discipline. Students of POM will find this a comprehensive, definitive resource on the state of the discipline and its future directions.

Community Leisure and Recreation Planning offers an up-to-date, evidence-based approach to
planning community leisure and recreation facilities, programs and services. It introduces readers to key theory and best practice in the planning of effective leisure and recreation projects. The book defines planning, leisure, recreation and other key concepts and explains why a thorough planning process is essential to achieving effective outcomes. It presents a comprehensive, integrative four phase model for undertaking leisure and recreation planning, including: pre-planning, planning research, preparing a plan, and implementing, monitoring and evaluating the outputs and outcomes of a plan. It provides a conceptual rationale for each component of the planning process, a detailed explanation of the tools and techniques that can be used, and extensive examples and international case study materials to demonstrate their use. The principles and techniques explained in the book are applicable at a range of community levels from small individual sites to regions, states and even countries. This is an essential course text for all leisure and recreation courses, and invaluable reading for academics, practitioners, stakeholders and students working in leisure and recreation planning, events, culture and sport.

Covering the applied managerial perspective of the travel industry, this book looks at the core disciplines and the application of theory to practice. Considering individual and corporate social responsibility, it teaches effective managerial skills by reviewing legal frameworks, quality management and marketing, financial management, and the management of shareholders and stakeholders. It discusses current trends such as sustainability and governmental emission targets against a background of the needs of a commercial business to innovate and increase profits. A valuable tool for both students and those working in the travel industry, this new edition includes new content, a revised structure and all-new international case studies. This book is written with the needs of the sport, tourism, and leisure service manager in mind. Initially discussing the principles of economics and finance, this book provides the reader with the necessary skills and knowledge to prepare, present, and manage budgets, as well as generate revenues for capital development and day-to-day operations.

How do policy makers and managers square the circle of increasing demand and expectations for the delivery and quality of services against a backdrop of reduced public funding from government and philanthropists? Leaders, executives and managers are increasingly focusing on service operations improvement. In terms of research, public services are immature within the discipline of operations management, and existing knowledge is limited to government departments and large bureaucratic institutions. Drawing on a range of theory and frameworks, this book develops the research agenda, and knowledge and understanding in public service operations management, addressing the most pressing dilemmas faced by leaders, executives and operations managers in the public services environment. It offers a new empirical analysis of the impact of contextual factors, including the migration of planning systems founded on MRP/ERP and the adoption of industrial based improvement practices such as TQM, lean thinking and Six Sigma. This will be of interest to researchers, educators and advanced students in public management, service operations management, health service management and public policy studies.

This is a substantial new edition of a successful textbook which continues to have a sensible and 'easy to read' style. Each Chapter has a past/present/future theme with a real strategic approach. Strategic Operations Management shows operations as combining products and services into a complete offer for the customer. Services are therefore seen as key and are integrated throughout the material in each chapter. Manufacturing, service supply and other key factors are all shown to be in place. In an era where companies are fond of talking about core competences but still struggle to understand their operations, this is an important for academics and practitioners alike. Only when managers understand their operations will they be able to leverage them into any sort of capabilities that will lead to competitive advantage. Online tutor resource materials accompany the book.
Esports have rapidly expanded from a pastime undertaken by casual players to one of the largest segments of the entertainment industry, in which hundreds of millions of people play and compete daily. Esports Business Management With HKPropel Access is one of the first textbooks to present an all-encompassing look into the world of esports business, will teach both aspiring students and sports professionals about the business of this rapidly expanding industry. Written by esports executives, business experts, and esports educators—and endorsed by the International Esports Federation, Esports Research Network, and the United States Esports Federation—the textbook offers a comprehensive approach to the operational side of esports, supplemented by a striking full-color design and dynamic imagery that will bring concepts to life. The text begins with a basic overview of the industry, including various levels of esports, culture, and social issues. Next, readers will explore the interests and concerns of various tiers of stakeholders—from title publishers and event organizers to leagues, sponsors, fans, and more—and learn about governance at multiple levels, from the international level to college conferences. A full look at the marketing engine of esports examines sponsorship opportunities, esports events and venues, and communications at all levels, including broadcasting, analytics, and social media. The book addresses managerial and business issues associated with running an esports-related entity, including financial and legal concepts as well as team and player management. The text concludes by examining careers found in the various segments of the industry and looking at the future of esports. Throughout the text, Zoning sidebars provide real-world spotlights that bring the concepts to life. Student learning will be enhanced by the related online learning aids delivered through HKPropel, with student exercises and case studies that apply content to life, industry profiles, and a list of Internet resources for further learning. While similarities exist between the sports and esports environments, there are also significant differences in how the esports industry must operate to thrive. Esports Business Management is the foundational text for understanding and working in this exciting, fast-paced industry. Note: A code for accessing HKPropel is not included with this ebook but may be purchased separately.

Sport and Leisure Operations Management

Burns & Oates

Sport Law: A Managerial Approach, third edition, merges law and sport management in a way that is accessible and straightforward. Its organization continues to revolve around management functions rather than legal theory. Concise explanations, coupled with relevant industry examples and cases, give readers just enough legal doctrine to understand the important concepts that apply to each area. This book will help prepare students as they get ready to assume a broad range of responsibilities in sport, education, or recreation. Whether readers work as coaches or teachers; administer professional programs; manage fitness/health clubs; or assume roles in a high school, college, Olympic, or professional sport organization, legal concerns will inevitably be woven into their managerial concerns. This book provides knowledge of the law that helps create a competitive advantage and build a more efficient and successful operation that better serves the needs of its constituents. Special Features of the Book Managerial context tables. Chapter-opening exhibits act as organizational and study tools identifying managerial contexts in relation to major legal issues, relevant law, and illustrative cases for the chapter. Case opinions, focus cases, and hypothetical cases. Legal opinions--both excerpted (case opinions) and summarized (focus cases)--illustrate relevant legal points and help readers understand the interplay between fact and legal theory. The cases include questions for discussion, and the instructor’s manual provides guidance for the discussion. Hypothetical cases further highlight topics of interest and include discussion questions to facilitate understanding of the material; analysis and possible responses appear at the end of the chapter. Competitive advantage strategies. Highlighted, focused strategies based on discussions in the text help readers understand how to use the law to make sound operational decisions and will assist them in working effectively with legal
Recreation Facility Management: Design, Development, Operations, and Utilization presents a comprehensive introduction to the field of facility design, management, and maintenance for practicing or future recreation professionals.

With climate change and other environmental issues becoming increasingly prominent, any successful sport organization now has to incorporate environmental concerns into their business strategy, while all sport managers must understand how to implement environmental initiatives into their everyday business. Sport Management and the Natural Environment is the first book to introduce environmental theory and best practice in the context of sport management, demonstrating how sport organizations can become more effective and sustainable, and exploring the important advocacy role that sport organizations have in local and global communities. It considers the unique social, economic and political space that sport occupies in society, and examines the most important practical managerial issues related to sport and the environment, including: Facilities Finance and accounting Leadership Marketing, communication and digital media Operations Stakeholder relations Strategic planning Including contributions from leading academics and practitioners, Sport Management and the Natural Environment is the perfect foundation text for any course touching on environmental issues or social responsibility in sport, and essential reading for any sport manager looking to improve their professional practice.

This is a core text for all those on Sport Management and Sports Studies courses. It examines both traditional business elements and the new functional areas of management in sport. Key chapters on marketing, finance, entrepreneurship, and event management are included, and the book as a whole provides a critical understanding of the complex and dynamic relationship between sport, business and management. The reader is supported through accessible theoretical explanation, real-life examples and case studies, learning activities and guidance on further study.

Sport is a growing industry with enormous numbers of people now involved in the management and administration of sports, fitness and exercise. Whether voluntary, public or commercial sectors, all can benefit by improving the practice and delivery of the management of sport and its organisations. This text is designed to help all those delivering sport to deliver it better and includes: · What's different and special about sports management? · The voluntary sector · Event management and marketing · Marketing, fundraising and sponsorship · Managing staff and volunteers · Organisational management principles · Legal issues including health and safety · Case studies - both local and national. Full of practical examples this book reveals sports management in action, showing how good management helps us to deliver better sports participation, at all levels. This book is a must for undergraduates as well as an invaluable tool for professionals in sport management and administration in the private public and voluntary sectors.

Sports facilities management is in the national news with reports from the BBC that three 2012 Olympic venues in London are being evaluated by accountants to see whether they will deliver value for money. The current estimate of government spending on the games is £9.3billion. There is also an ongoing debate about the fate of the 80,000 seat stadium that is being constructed for the games at a cost of £500million. This is the first book to take a truly global
look at facilities operations management in the sport industry. The lead author, Eric Schwarz, and his co-author Stacey Hall have joined forces with Simon Shibli an academic from Sheffield Hallam (a leading University for Sport Management in the UK) Sport facilities of all shapes and sizes are an ingrained part of global sport management culture. As such, it is inevitable that students who enter into the field of sport management will interact with the management and operations of a sport facility at some point during their career. This book is published with the sport management lecturer and student in mind, complete with a companion site. This textbook provides the theoretical foundation for sport facility operations management, and is supplemented both in the text and in the companion site containing: schematics, planning documents, sample forms, and sample ownership/management structures. In addition, each author will infuse research and experiences from sport facilities around the world (North America; Europe; Middle East/Asia; Australia and New Zealand) to ensure that a global perspective is at the core of this book.

* Students gain a global understanding of the topic that they will be able to apply when working in the industry, anywhere in the world
* Brings theory to life with practical insights and real life applications, drawing on the extensive industry and teaching experience of the three authors
* The book contains short cases and examples, as well as online case studies

Management of campus recreational sport facilities has expanded in both scope and complexity in the 21st century. Today’s state-of-the-art recreation and sport facilities offer high-end amenities for students, faculty, staff, and the surrounding community. Managing these diverse and complicated programs and facilities requires knowledge of operations, client services, and industry standards. Campus Recreational Sports: Managing Employees, Programs, Facilities, and Services addresses the unique skill set and knowledge base required of today’s campus recreation and sport facility manager. This reference offers current and aspiring professionals a comprehensive and practical discussion of campus recreation management. Chapters covering foundational topics of budgeting, marketing, assessment, risk management, and management of personnel, facilities, and services are complemented by current topics in technology, programming, and community building. Developed by the NIRSA, Campus Recreational Sports offers the latest industry guidelines and best practices based on the knowledge, expertise, and experience of leading campus recreation professionals across the nation. Both current and future professionals can rely on Campus Recreational Sports for guidance in the management of indoor and outdoor recreation and sport facilities.

Sport events are inextricably linked to the places in which they are hosted. High-profile events require high-quality venues, and the proper management of facilities is crucial to their success. Now in a fully revised and updated new edition, Managing Sport Facilities and Major Events is still the only textbook to introduce the fundamentals of sport facility and event management in an international context. With detailed real-world case studies and insights from professional practice, this book offers a systematic guide to the management issues and practical problems that sports managers must address to ensure financial, sporting, and ethical success. It covers all the key aspects of sport facility and major event management including the bidding process, facility development, risk analysis, budgeting, marketing, branding, and quality assurance, as well as completely new chapters on analytics, impact, and legacy. Now supported by a companion website containing slides, test banks, a glossary, and sample syllabus, this is an invaluable resource for students and practitioners alike and is essential to any course on sport facilities, event management or sport administration.

All businesses strive for excellence in today’s technology-based environment in which customers want solutions at the touch of a button. This highly regarded textbook provides in-depth coverage of the principles of operations and supply chain management and explains how to design, implement, and maintain processes for sustainable competitive advantage. This text offers a unique combination of theory and practice with a strategic, results-driven
approach. Now in its fourth edition, Operations Management for Business Excellence has been updated to reflect major advances and future trends in supply chain management. A new chapter on advanced supply chain concepts covers novel logistics technology, information systems, customer proximity, sustainability, and the use of multiple sales channels. As a platform for discussion, the exploration of future trends includes self-driving vehicles, automation and robotics, and omnichannel retailing. Features include: A host of international case studies and examples to demonstrate how theory translates to practice, including Airbus, Hewlett Packard, Puma, and Toyota. A consistent structure to aid learning and retention: Each chapter begins with a detailed set of learning objectives and finishes with a chapter summary, a set of discussion questions and a list of key terms. Fully comprehensive with an emphasis on the practical, this textbook should be core reading for advanced undergraduate and postgraduate students of operations management and supply chain management. It would also appeal to executives who desire an understanding of how to achieve and maintain ‘excellence’ in business. Online resources include lecture slides, a glossary, test questions, downloadable figures, and a bonus chapter on project management.

This essential textbook introduces the work of sport management and sport development from the perspective of the day-to-day operational challenges faced by managers and sport development officers. It addresses the practicalities of designing and delivering sport services safely, efficiently and effectively, for profit or in non-profit contexts. The book covers core topics such as time management, project management, customer care, developing partnerships, fundraising, crisis management and research. It adopts a problem-based learning approach, with a strong, practical focus on putting theory into practice, to illustrate good practice and to help the reader develop sound operational skills, knowledge and decision-making, underpinned by the principles of safety, effectiveness and efficiency. It features a range of diverse international case studies, covering different sports and operational management challenges, including global pandemics and terrorism. Connecting theories, ideas and scientific disciplines, the book helps managers approach operations management more creatively, combining both management and development work to show areas of difference and overlap. It also introduces systems theory and the principals of marginal gains or small wins, to help managers develop working cultures which can be utilised in all areas of management, encouraging a culture of learning, reflection and ethical action. Sport Operations Management and Development is designed for both practitioners and students working in sport management, development, coaching or aspects of sport science.

Anybody working in sport management will be involved in the operation of a sports facility at some point in their career. It is a core professional competency at the heart of successful sport business. Sport Facility Operations Management is a comprehensive and engaging textbook which introduces cutting-edge concepts in facilities and operations management, including practical guidance from professional facility managers. Now in a fully revised and updated second edition—which introduces new chapters on capital investment and operational decision-making—the book covers all fundamental aspects of sport facility operations management from a global perspective, including: ownership structures and financing options planning, design, and construction processes organizational and human resource management financial and operations management legal concerns marketing management and event planning risk assessment and security planning benchmarking and performance management Each chapter contains newly updated real-world case studies and discussion questions, innovative ‘Technology Now!’ features and step-by-step guidance through every element of successful sport facilities and operations management, while an expanded companion website offers lecture slides, a sample course syllabus, a bank of multiple-choice and essay questions, glossary flashcards links to further reading, and appendices with relevant supplemental documentation. With a clear structure running from planning through to the application of core
management disciplines, Sport Facility Operations Management is essential reading for any sport management course.

"Managers of recreation, sport, and leisure services perform a variety of activities. Perhaps the most essential of these activities is the management of human resources. Every person associated with an organization, directly or indirectly, is a resource. These people might be recreation directors, event planners, sport managers, park supervisors, therapeutic recreation specialists, or outdoor leaders. They might have full-time, part-time, seasonal, or voluntary status. It is a mistake to assume that these individuals will automatically fit together into a cohesive, coordinated team. Furthermore, it is an error to assume that people will automatically perform the appropriate tasks and perform those tasks in the most desirable manner. An effective team effort is essential to the operation of any organization, and it is the responsibility of the manager to make this happen. In summary, this textbook prepares students—whether they intend to work in commercial recreation, therapeutic recreation, outdoor recreation, governmental recreation, youth services, sports management, or event planning—with a solid foundation for human resource management. Theory and practice are combined to assist students in gaining a greater understanding of the many complexities they will encounter in the workplace."--Publisher's website.

Sport Facility and Event Management focuses on the major components of both facility and even management: planning, financing, marketing, implementation, and evaluation. It integrates timely theoretical foundations with real world practicality and application to provide the reader with a strong foundation in facility and event management. The authors focus on a broad range of facilities and events to demonstrate the diversity of the industry, which encompass recreation, leisure, health and fitness, in addition to the more commonly discussed sport facilities and events. The texts robust pedagogy includes chapter learning objectives, industry expert spotlights, vignettes, case studies, discussion questions, and tip points, as well as actual examples from the industries covered throughout the book.

Leisure Services Management, Second Edition, prepares students for the challenges they’ll face as entry- to mid-level recreation and leisure managers. The book outlines the essential knowledge and skills that successful managers need to have and helps students build those competencies by encouraging them to think as managers. The text’s activities, projects, and examples help students connect the competencies to real-world situations. Leisure Services Management begins by presenting a firm foundation of competency-based management. Students will learn what management is, what the manager’s role is, and how their work affects their agency and their customers. They will also explore specific management areas such as marketing, financial management, human resources, employee development, communication, and evaluation. Throughout the text, students will be encouraged to apply their own experiences to the concepts being discussed to deepen their understanding of the profession. For each chapter, the authors provide experiential learning activities that simulate real on-the-job situations. Each of these activities asks students to assume one of the many roles of a new manager. They’ll learn to deal with day-to-day management activities by completing work assignments and projects similar to those they’ll assume as a manager. The activities will help students develop the competencies they’ll need in order to meet the challenges of this evolving field. New to this edition of Leisure Services Management are the following student-friendly features: Updated sidebars in which professionals in the field offer early career advice for future managers Real examples from all three sectors—public, nonprofit, and commercial—giving a broad perspective of parks and recreation, tourism, sport, therapeutic recreation, and outdoor recreation International perspectives and examples, encouraging students to think globally Information about the exam for becoming a Certified Park and Recreation Professional (CPRP) The text also includes a web study guide, which includes links to sample forms from the actual files of leisure managers to assist students in understanding
and using important management tools. With an overview of key concepts by chapter, detailed case studies, a glossary, and a competency scorecard, the web study guide will help students build their knowledge of the content area, apply the information learned to their current work environment or a future internship, and prepare for future certifications. The competency-driven approach of Leisure Services Management, Second Edition, assists readers in gaining the knowledge and practicing the skills needed to begin a career in leisure management. Bolstered by the practical information in this text, new managers can contribute to the success of their organization as they enjoy the challenges and rewards of their new position.

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