



Formerly *Cornell Hotel and Restaurant Administration Quarterly*

# Cornell Hospitality Quarterly

Hospitality Leadership Through Learning

Volume 49 Number 4 November 2008 • [www.chr.cornell.edu](http://www.chr.cornell.edu)



---

## Human Resources

- 12 Contextual Factors and Cost Profiles Associated with Employee Turnover  
J. BRUCE TRACEY AND TIMOTHY R. HINKIN

---

## Law Focus

- 28 Accessibility of Hospitality and Tourism Websites:  
A Challenge for Visually Impaired Persons  
JULINE E. MILLS, JEE-HEE HAN, AND JOAN MARIE CLAY
- 42 E-Mail Marketing by International Hotel Chains:  
An Industry-Practices Update  
PETER O'CONNOR

---

## Management Perspectives

- 53 Roundtable Retrospective 2007: Dealing with Sexual Harassment  
DAVID SHERWYN

---

## CQ Case & Commentary

- 62 Outback Steakhouse in Korea: A Success Story  
KYUHO LEE, MAHMOOD A. KHAN, AND JAE-YOUN KO
- 73 Creating a Competitive Advantage by Building Resource Capability:  
The Case of Outback Steakhouse Korea  
CATHY A. ENZ
- 79 Outback Steakhouse in Korea: A Commentary  
ROHIT VERMA

1

5

2/1



Cornell University  
School of Hotel Administration

SAGE

[cq.sagepub.com](http://cq.sagepub.com)

ISSN: 1938-9655