



Cornell Hospitality Quarterly

Hospitality Leadership Through Learning

Volume 53 Number 4 November 2012 • www.chr.cornell.edu

Industry Analysis

- 270 Why Hotels? Economy Weakens but Hotels Remain Relatively Strong—What Gives? And What Might Give?
JACK CORGEL AND MARK WOODWORTH

Restaurant Management

- 274 Racially Discriminatory Service in Full-Service Restaurants: The Problem, Cause, and Potential Solutions
ZACHARY W. BREWSTER
- 286 Black-White Differences in Tipping: The Moderating Effects of Socioeconomic Status
MICHAEL LYNN, CURT C. PUGH, AND JEROME WILLIAMS
- 295 The Effect of Perceived Control on Consumer Responses to Service Encounter Pace: A Revenue Management Perspective
BREFFNI M. NOONE, JOCHEN WIRTZ, AND SHERYL E. KIMES

Hotel Management

- 308 The Terrorist Attacks of 9/11 and the Financial Crisis of 2008: The Impact of External Shocks on U.S. Hotel Performance
RENÁTA KOSOVÁ AND CATHY A. ENZ
- 326 Evolution of Hotel Asset Management: The Historical Context and Current Profile of the Profession
A. J. SINGH, ROBERT D. KLINE, QINGZHONG MA, AND PAUL BEALS
- 339 The Monetary Policy Risks of Hospitality Stocks
LEVON GOUKASIAN, QINGZHONG MA, AND MEHDI MAJBOURI

Law

- 347 The Legal Strategy of the Cruise Line Industry: An Effective Use of Terms and Conditions to Manage Disputes
ROBERT H. WILSON

- 357 Cities versus Online Travel Companies: Liability for Room Occupancy Taxes
ARTHUR HAMILTON, S. BROOKS MARSHALL, AND HUGH A. HOBSON

Hospitality Research

- 365 A Systematic Review, Analysis, and Evaluation of Research Articles in the *Cornell Hospitality Quarterly*
ROB LAW, DANIEL LEUNG, AND CATHERINE CHEUNG

1

5

2/1

SAGE

cq.sagepub.com

ISSN: 1938-9655



Cornell University
School of Hotel Administration