Lit. Review Activity for HM 466: HR Management in Hospitality

Answer the following questions using the Cornell Center for Hospitality Research CHR Report, “The Role of Service Improvisation in Improving Hotel Customer Satisfaction”:
https://scholarship.sha.cornell.edu/chrreports/3/

Read the abstract of the report. **Summarize** the main idea in one sentence.

Brainstorm 3 additional **keyword search terms** that do not appear in the report’s Keywords list.  
*Extra credit! Craft a database search string using the Boolean operators AND, OR, or NOT.*

Read pages 3-6 - the **literature review** - of the report, and answer the following:

- **Background:** What is the human resources management issue addressed in the report?

- **Prior evidence:** Are cases cited only from within the hotel industry? Provide examples.

- **Theory:** What theory is being proposed? What discipline or field does this theory come from?

- **Contribution:** What questions do the authors identify for their research?

Read the 2 paragraphs under the heading *Planning for Improvisation* on page 10. **Paraphrase** the main idea and supporting claims in your own words.

*Extra credit! Craft an in-text and References page citation for this report using the guidelines at http://guides.libraries.psu.edu/apaquickguide*