Reference

- **1.** B. Fitzsimmons, James A., and Mona J. Fitzsimmons, *Service Management: Operations, Strategy, and Information Technology*, 5th Ed., Irwin/McGraw-Hill, 2006.
- 2. David E.Bowen and Ed ward E.Lawler,III, "The Empowerment of service workers: What, Why, How and When", Slogan Management Review, Spring 1992,PP 31-39.
- 3. Don Harvey and Donald R.Brown, *An Experiential Approach to Organization Development*,5th Edition, Upper Saddle River, NJ, Prentice Hall, 1996, P.227.
- 4. Haksever, C., Render, B., Russell, R. S. and Murdick, R. G., *Service Management and operations*, second Ed., Pearson Education, Singapore, 2003.
- 5. Katzenbach .J.R and Smith D.K., *The Wisdom of Teams*, McGraw Hill, London, 1998.
- 6. Kirkpatrick, D.l. (1994), *Evaluating Training Programmes: The Four levels*, Berrell Kochles, Wars, San Francisco.
- 7. Lashley, C. (1998). *Matching the management of human resources to service operations*', International J. of Contemporary Hospitality Management, Vol. 10, No. 1, PP 24-33.
- 8. Leopold, J., L.Harris and T. Watson (1999),"Strategic human resourcing principles, perspectives and practices", Financial Times, Pitman Publishing, London.
- 9. Metters, R. D., King-Metters, K. H. and Pullman, M., *Successful Service Operations Management*, 1st Ed., South-Western College Publishers, 2002.
- 10.Osburn J.D and Moran L., *The new self-directed work Teams*, McGraw Hill New york, 2000.
- 11. Storey, J. (1989) (Ed), New Perspective on HRM, Rouledge, London.