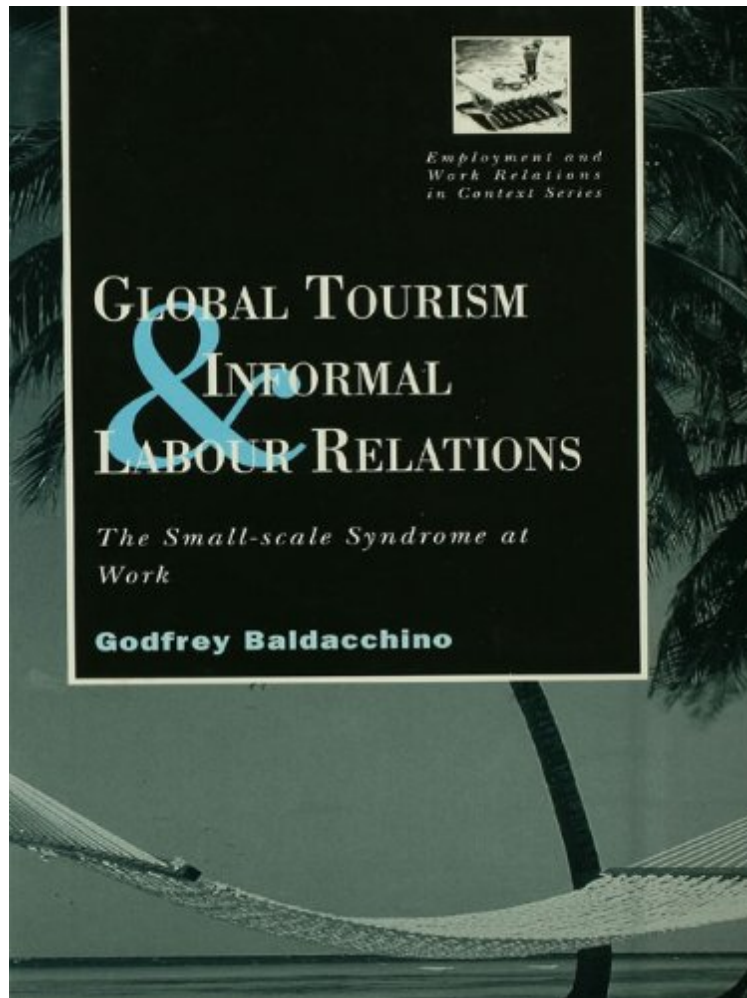


(Mobile book) Global Tourism and Informal Labour Relations: The Small Scale Syndrome at Work
(Routledge Studies in Employment and Work Relations in Context)

Global Tourism and Informal Labour Relations: The Small Scale Syndrome at Work (Routledge Studies in Employment and Work Relations in Context)

Godfrey Baldacchino
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The worldwide expansion of the tourism industry creates many encounters between global agents and local forces, yet

the host-guest interaction is rarely considered from the point of view of the experience of work. This study documents and discusses such a global-local encounter, based on fieldwork carried out in hotels in Barbados and Malta. Insight is drawn from a review of such issues as recruitment, promotion, redundancy, discipline, security, communication, expertise, total quality management initiatives, trade unionism and industrial action.

About the Author Godfrey Baldacchino is Director of the Worker's Participation Development Officer at the University of Malta. He is a labour development consultant and a specialist on the socio-economic development of small territories.