BIBLIOGRAPHY


    *Journal of Epsilon Pi Tau*. Vol. 8, Issue 2, pp 69-74

    Linking people, strategy and performance, Massachusetts, Harvard
    Business School Press.

    Customers in American Department Stores. 1890-1940* Urbana,III.:
    University of Illinois Press.

13. Bloom, N., Conway, N., Mole, K., Möslein, K., Neely, A. and Frost,
    C. (2004) Solving the skills gap: Summary report from CIHE/AIM
    Management Research. Council for Industry and Higher Education
    (CIHE) and Advanced Institute of Management (AIM).

    Ten Speed Press.


    hospitality’s Service with a Smile”, *Progress in Tourism and

    “Identification and selection of successful future it personnel in a
    changing technological and business environment.” SIGCPR 97, San
    Francisco CA, ACM. pp31-35.


74. Nickson, Dennis, Warhurst, Chris., Witz, Anne and Anne-Marie Cullen (2001). The importance of being aesthetic: work, employment


86. Robert J. Bowles , Middlesex Community College, Bedford, Massachusetts, US. Received on 17/05/07 through email on request from the author bowlesr@middlesex.mass.edu


100. Turner, R (2001). Towards a Structural Model Connecting Hard Skills, Soft Skills and Job Conditions and the IS Professional. The
Student Perspective, Archives, Victoria University, Melbourne, Australia.


