



Centre for Tourism and Leisure Management

(including the CERM Performance Indicators Project ®)

RECENT PUBLICATIONS

- Brown G., (2007) Sponsor Hospitality at the Olympic Games: an analysis of the implications for Tourism, *International Journal of Tourism Research*, Vol 9, 315-327.
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- Crilley G., and Brown G., (2007) Benchmarking quarterly indicators for three sectors of South Australian tourism operators, *Sustainable Tourism CRC Technical Report*.
- Howat G. & Crilley G., (2007) Customer service quality, satisfaction, and operational performance: a proposed model for Australian public aquatic centres, *Annals of Leisure Research*, November.
- Howat, G., Crilley, G. & McGrath, R. (2008) A focussed service quality, benefits, overall satisfaction and loyalty model for public aquatic centres, *Managing Leisure* (UK), 13, 1-23.
- Howat G., (2007) CERM PI® benchmarks for aquatic centres – indoor pools have an advantage over outdoor only centres, *Australian Leisure Management*, July/August, 50-52.
- Howat G, Brown G and March H, (2007), Self-drive tourism: travellers to South Australia's Limestone Coast region, *Sustainable Tourism CRC Technical Report*.
- McCabe V., (2007) Life and Work History Analysis Reveals 'Butterfly' Behaviour, *Southern Cross University Press*, Vol. 10, 91-111.
- McGrath, R., (2008) What Do They Say They Are Doing? Thematic analysis of local government Disability Action Plans, *Annals of Leisure Research*, Vol. 11, Nos. 1&2, 168-186.
- Murray, D. & Howat, G. (2008), Evaluating the applicability of the enrichment hypothesis to explain women's participation in rugby, *Annals of Leisure Research*.
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