**Contents**

1. **Entrepreneurship: A strategy for Creating Innovative Tourism Products in Egyptian Travel Agencies**

Dalia Hassan, Nehad Yehia, AmanyMohammed, HebatallahGaafar………………..1-20

1. **Accessible Accommodation: Do Resorts in Egypt Provide Services and Facilities Required for Guests with Disabilities?**

Khlloud Abd-Elraof,Abd-Elbary Dawood,Abuelkassem Mohammad.…………….21-40

1. **Addressing Skills Shortages and Hard-to-Fill Vacancies in the Hospitality Sector by Creating Job Opportunities for Youth - Case Study of Red Sea Resort Hotels**

Yasser Ibrahim……………….………………………………………………..…….. 41-55

1. **Using of Electronic Marketing Channels in Building Customer Loyalty in Hotels**

Ahmed Saeed, Saleh Abd El Hamid Arous, Gihan Nabil Ahmed ………………......56-69

1. **The Impact of Reputation Management on Achieving Competitive Advantage for Travel Agencies**

Asmaa El Asrag, TokaFahmy, HebatallahGaafar…..……………………………..70-91

1. **Employees' Conflict Management in Tourism and Hospitality Enterprises in Egypt: An Empirical Investigation of Management Perspective**

Abuelkassem Mohammad, Muhammad Abd El Salam, Salama Ammar…………..92-111

1. **The Seats of the Deities in the Tombs of the Valley of the Kings**

Mohammed Saleh, Manal Masoud, Hebatallah Ibrahim, EmanElmahdy…...........112-126

1. **Impact of service Environment and Service Quality on Customer Satisfaction and Behavioral Intentions in Hotels**

Yasser Ibrahim, Abu ElnasrSobaih, Mahmoud El-Sayiad ……………...………. 127-146

1. **The Effect of Applying Knowledge Management in Hotels on Hotel Performance and Hotel Innovation**

Ahmed Amin, Farida Megahed, Mohammed AbouTaleb Mohammed…………. 147-162