

Rosen Research Guides, Annotated Bibliographies

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Annotated Bibliographies

This guide will help you learn to write annotated bibliographies and will provide you with practical examples in the most common citation styles. For additional citation examples, visit the UCF Libraries' Citations and Writing guide: <http://guides.ucf.edu/citations>.

What is an annotated bibliography?

- An **annotated bibliography** is a list of sources (usually on a narrow topic) in which each citation is followed by a brief paragraph that summarizes, describes, and/or critically evaluates the source.
- Depending on length and purpose, an annotated bibliography may be just one long list of alphabetized entries (as in a normal bibliography), or it may be categorized by subject, material type, time period, etc.
- Annotated bibliographies may be produced using any citation style. Ask your professor if he/she requires that you use a certain style. The most common citation styles include APA, Chicago, and MLA.

What information should be included in the annotations?

- In your annotations, you are generally expected to do more than merely summarize each source; some critical analysis is usually required. Although there are no hard and fast rules about what to include in annotated bibliography entries, most usually include some of the following elements:
 - Brief description/summary of the work cited
 - Comments about the work's usefulness or quality, usually including attention to one or more of the following features: a.) the scope or relevance of the work, b.) the intended audience, c.) the author's credibility or expertise, or d.) the work's relationship to other works in the area of study
 - Comments about any special features of the work (graphs, charts, appendices, etc.)
- The length and style of each annotation varies according to the purpose and audience for the annotated bibliography, but most annotations are written in complete sentences and fall between 50-150 words.

APA Style – Sample Annotated Bibliography Entries

Kim, H.J., McCahon, C., & Miller, J. (2003). Assessing service quality in Korean casual-dining restaurants using DINESERV. *Journal of Foodservice Business Research*, 6(1), 67-87.

This study applies DINESERV (a quality service tool originally developed by Knutson, Patton, and Stevens) to Korean casual-dining restaurants. The authors (professors of hospitality, management, and dietetics, respectively) successfully demonstrate that DINESERV is a valid instrument for measuring service quality in Korea. Since previous studies using DINESERV had been based only in the US or the UK, this study has important implications for anyone interested in the international dimensions of service quality.

Lee, S., Kim, Y., Hemmington, N., & Yun, D. (2004). Competitive service quality improvement (CSQI): A case study in the fast-food industry. *Food Service Technology*, 4, 75-84.

In this highly technical paper, three industrial engineering professors in Korea and one services management professor in the UK discuss the mathematical limitations of the popular SERVQUAL scales. Significantly, they also aim to measure service quality in the fast-food industry, a neglected area of study. Unfortunately, the paper's sophisticated analytical methods make it inaccessible to all but the most expert of researchers.

Sulek, J.M., & Hensley, R.L. (2004). The relative importance of food, atmosphere, and fairness of wait: The case of a full-service restaurant. *Cornell Hotel and Restaurant Administration Quarterly*, 45(3), 235-248.

While most of the material discussed in this article will be familiar to service quality researchers, the study's findings

For additional citation examples using APA, see the APA Style Guide (<http://guides.ucf.edu/apa>) or consult the *Publication Manual of the American Psychological Association* (Rosen REF BF76.7 .P83 2010).

Chicago Style – Sample Annotated Bibliography Entries

Kim, Hyun Jeong, Cynthia McCahon, and Judy Miller. "Assessing Service Quality in Korean Casual-Dining Restaurants Using DINESERV." *Journal of Foodservice Business Research* 6, no. 1 (2003): 67-87.

This study applies DINESERV (a quality service tool originally developed by Knutson, Patton, and Stevens) to Korean casual-dining restaurants. The authors (professors of hospitality, management, and dietetics, respectively) successfully demonstrate that DINESERV is a valid instrument for measuring service quality in Korea. Since previous studies using DINESERV had been based only in the US or the UK, this study has important implications for anyone interested in the international dimensions of service quality.

Lee, Seok-hoon, Yong-pil Kim, Nigel Hemmington, and Deok-kyun Yun. "Competitive Service Quality Improvement (CSQI): A Case Study in the Fast-Food Industry." *Food Service Technology* 4 (2004): 75-84.

In this highly technical paper, three industrial engineering professors in Korea and one services management professor in the UK discuss the mathematical limitations of the popular SERVQUAL scales. Significantly, they also aim to measure service quality in the fast-food industry, a neglected area of study. Unfortunately, the paper's sophisticated analytical methods make it inaccessible to all but the most expert of researchers.

Sulek, Joanne M., and Rhonda L. Hensley. "The Relative Importance of Food, Atmosphere, and Fairness of Wait: The Case of a Full-Service Restaurant." *Cornell Hotel and Restaurant Administration Quarterly* 45, no. 3 (2004): 235-248. While most of the material discussed in this article will be familiar to service quality researchers, the study's findings

For additional citation examples using Chicago Style, see the Citations and Writing guide (<http://guides.ucf.edu/citations>) or consult the *Chicago Manual of Style* (Rosen REF Z253 .U69 2010).

MLA Style – Sample Annotated Bibliography Entries

Kim, Hyun Jeong, Cynthia McCahon, and Judy Miller. "Assessing Service Quality in Korean Casual-Dining Restaurants Using DINESERV." *Journal of Foodservice Business Research* 6.1 (2003): 67-87. Print. This study applies DINESERV (a quality service tool originally developed by Knutson, Patton, and Stevens) to Korean casual-dining restaurants. The authors (professors of hospitality, management, and dietetics, respectively) successfully demonstrate that DINESERV is a valid instrument for measuring service quality in Korea. Since previous studies using DINESERV had been based only in the US or the UK, this study has important implications for anyone interested in the international dimensions of service quality.

Lee, Seok-hoon, Yong-pil Kim, Nigel Hemmington, and Deok-kyun Yun. "Competitive Service Quality Improvement (CSQI): A Case Study in the Fast-Food Industry." *Food Service Technology* 4 (2004): 75-84. Print. In this highly technical paper, three industrial engineering professors in Korea and one services management professor in the UK discuss the mathematical limitations of the popular SERVQUAL scales. Significantly, they also aim to measure service quality in the fast-food industry, a neglected area of study. Unfortunately, the paper's sophisticated analytical methods make it inaccessible to all but the most expert of researchers.

Sulek, Joanne M., and Rhonda L. Hensley. "The Relative Importance of Food, Atmosphere, and Fairness of Wait: The Case of a Full-Service Restaurant." *Cornell Hotel and Restaurant Administration Quarterly* 45.3 (2004): 235-248. Print. While most of the material discussed in this article will be familiar to service quality researchers, the study's findings are

For additional examples using MLA, see the MLA Style Guide (<http://guides.ucf.edu/citations-mla>) or consult the *MLA Handbook for Writers of Research Papers* (Rosen REF LB2369 .G53 2009).