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Fine-dining in prisons: Online TripAdvisor reviews of The Clink training restaurants.
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1 ABSTRACT

2 This study evaluated customer reviews about The Clink restaurants to understand how they are
3 rated and what experience is gained by fine dining in a prison. The Clink Charity runs training
4 restaurants in four U.K. prisons and aims to change attitudes and transform lives through
5 prisoner rehabilitation. This research used an interpretive case study of the Clink restaurants to
6 evaluate online customer reviews posted on TripAdvisor. In total, 3951 reviews were analysed
7 using Leximancer 5.0. The most prominent themes were *Food*: ‘fine-dining in prisons’, *Visit*:
8 ‘The Clink ambassadors’, and *Prison*: ‘the inside and outside divide’. Despite the prison
9 location, customers reported having exceptional, professional and memorable dining
10 experiences delivered by highly trained chefs, and that the front of house staff would rival those
11 in many fine-dining restaurants. Further research is required to confirm how dining at a Clink
12 restaurant may have potentially begun to change the public perceptions of prisoners.

13

14 *Keywords*:

15 Prison, hospitality industry, training restaurants, Leximancer, TripAdvisor, customer reviews

16 **1. Introduction**

17 Representing about one-fifth of all employment opportunities in developed countries, the
18 hospitality industry is viewed as suitable for training and employment opportunities of
19 marginalised groups in society. There exists a vast range of hospitality training and
20 employment programmes worldwide aiming to help the marginalised populations transition
21 into the industry. These include programmes for prisoners (e.g., Beier, 2015), refugees (e.g.,
22 Collins et al., 2017), and youth with disabilities (e.g., McIntosh and Harris, 2018), among
23 others. They benefit training and/or employment schemes and hospitality management in
24 general, providing an alternate workforce amid issues of high staff turnover and staff shortages
25 that characterise the industry (Meier, 1991). The schemes also engender wider societal impact;
26 for example, through transition planning, rehabilitation or reducing recidivism. In such cases,
27 hospitality is seen as a source for social good (Cockburn-Wooten et al., 2014).

28 This study focuses on a hospitality training programme provided in four United Kingdom
29 (U.K.) prisons. The Clink Charity U.K. was founded to reduce recidivism by breaking the cycle
30 of crime and changing public perceptions of prisoners, creating second chances, and
31 transforming lives (<https://thelinkcharity.org/>). It aims to do this through prisoner
32 rehabilitation initiatives provided in partnership with Her Majesty's Prison Service, including
33 the operation of four restaurants in prison buildings: The Clink Restaurant High Down (the
34 first restaurant to open, in 2009), The Clink Cardiff (2012), The Clink Brixton (2014), and The
35 Clink Styal (2015). Each Clink restaurant is a registered catering college that provides a
36 purposeful training environment in which prisoners can learn the self-discipline, skills, and
37 habits that will prepare them for hospitality employment once released. Clink 'graduates' have
38 found successful employment in hospitality establishments ranging from high street catering
39 firms to luxury hotels (Young, 2017). Furthermore, The Clink Charity (2021) has recorded a

40 65.6% reduction in reoffending among prisoner graduates from its hospitality training
41 programmes.

42 The four Clink restaurants cater for 90–120 customers at a time in each restaurant. Prisoners
43 with six to eighteen months remaining on their sentences serve as volunteers in the restaurants
44 whilst undertaking full-time training toward hospitality qualifications. The restaurant menus
45 are comparable to those found in other stylish, modern fine-dining establishments, although
46 alcohol cannot be served. The Clink restaurant at Brixton consistently ranks as one of the top-
47 ten fine-dining restaurants in London on TripAdvisor (Thomas-Graham, 2019). There is thus
48 increasing knowledge of the success of The Clink training restaurants as dining establishments
49 and for prisoner rehabilitation through its focus on education and meaningful work. However,
50 little remains known about how customers rate and review their Clink restaurant experience
51 and the potential influence of the prison location on the dining experience.

52 With customer review being an essential element of any successful hospitality enterprise
53 (Pizam and Ellis, 1999), it is important to understand how well (or otherwise) The Clink
54 restaurants are being experienced by their customers. For restaurant managers, favourable
55 online reviews posted by their customers can be used to increase product and brand awareness
56 and reputation, enhance customer relationships and loyalty, and improve their marketing and
57 public relations (Amaral et al., 2014). This study aims to therefore evaluate customer reviews
58 about The Clink restaurants to understand how they are rated and what experience is gained by
59 fine dining in a prison. This will be done through an analysis of their overall ratings and
60 comments posted on the online review website, TripAdvisor.

61 The following section reviews the extant literature relevant to understanding prisons as
62 hospitality training establishments, and how they may be reviewed online by diners. This is

63 followed by a discussion of the study method before presenting the findings and wider
64 conclusions of the research.

65 **2. Literature review**

66 *2.1 Prisons as hospitality establishments*

67

68 Prisons are increasingly seen as hospitality establishments. To date, hospitality, culinary arts,
69 and catering studies have featured prominently in the vocational qualifications and training
70 offered in prisons (Goodger, 2003; Werblow and Dischino, 2015; Peled-Laskov and Timor,
71 2018). Previous studies have attested to the important role of vocational education and training
72 in prisons in the rehabilitation of adult prisoners and offenders, providing them with learning
73 and employment pathways which will support them economically and socially for life in
74 society once released (Dawe, 2007; Zirkle and Martin, 2012). Ex-offenders are seen as an
75 alternate labour force for the hospitality industry (Meier, 1991), and the nature of the hospitality
76 industry itself – centred on customer interaction – is viewed as what is needed for prisoner
77 rehabilitation (Beier, 2015). Indeed, research reveals the potential of restaurant operations to
78 rehabilitate prisoners and reduce recidivism (Cale et al. 2018; Dawe, 2007; Werblow and
79 Dischino, 2015). As already mentioned, The Clink Charity (2021) found a 65.6% reduction in
80 reoffending among its former prisoner graduates. The employment of former prisoners is also
81 seen as emancipatory for those individuals, allowing them to carve for themselves new social
82 roles for a better future once released (Beier, 2015; Chandra, 2017; Harkison and McIntosh,
83 2019).

84 With the objective to reduce high recidivism rates among ex-offenders, other prisons have
85 introduced their own hospitality training and rehabilitation enterprises. These include The
86 Verne – a jailhouse café in the U.K., the InGalera gourmet restaurant in Italy, The Fife and
87 Drum restaurant in the U.S., Restaurant Ildanathi in South Africa, restaurant INTERNO in

88 Columbia (Thomas-Graham, 2019) and the Gate to Plate event in New Zealand. In each of
89 these so-called ‘social gastronomy’ enterprises (Thomas-Graham, 2019), prisoners undertake
90 a hospitality-related qualification while serving their sentences and whilst having controlled
91 contact with the public through the hospitality training enterprise. Ultimately, the success of
92 such enterprises is linked not just to the achievement of social objectives, but also to their
93 economic business sustainability (Alegre and Berbegal-Mirabent, 2016). Dining in prisons
94 certainly has a novelty factor for customers (Harkison and McIntosh, 2019), yet little remains
95 understood about the demand perspectives of in-prison restaurants in terms of customer
96 satisfaction and the success of such enterprises. It is therefore timely to understand how the
97 customers of the in-prison dining initiatives rate and review their experiences. Although there
98 have been previous considerations of the success of tourist visits to prisons and prison museums
99 (e.g., Ross, 2012; Strange and Kempa, 2003), customer overall ratings and reviews of in-prison
100 restaurants have not previously been evaluated, nor have how those reviews may be shaped by
101 the restaurant’s prison location. It is widely known that the success of a restaurant can be
102 attributed to its physical location, making the location an important strategic factor (Hanaysha,
103 2016; Yang et al., 2017). In the case of the four Clink restaurants, the location cannot be a
104 strategic choice since all are located within working prisons, making this unique location
105 worthy of investigation.

106

107 *2.2. TripAdvisor and online customer reviews of restaurants*

108

109 The analysis of online restaurant reviews is timely as they now play an important role when
110 consumers make their dining decisions (Cordato, 2014). Online social media has transformed
111 the way customers interact with the hospitality industry allowing access to the comments of
112 other consumers (Yilmaz, 2019). There are various online review platforms, including
113 community-based sites such as TripAdvisor and Yelp to transaction-based online travel

114 agencies such as Expedia and Booking.com, where reviews are incorporated as electronic
115 word-of-mouth (Gligorijevic, 2016). Whilst the trustworthiness of such online reviews has
116 previously been questioned (Cordato, 2014; Coursaris et al., 2017), not only have online
117 consumer reviews been shown to provide an important source of information to advise
118 customer decision-making and purchasing decisions (Zhang et al., 2017); the reviews may also
119 be used by hospitality management to evaluate overall customer satisfaction. TripAdvisor has
120 been heralded as the most popular website on the internet for consumers to publish their overall
121 ratings and reviews of restaurants, as well as of hotels, resorts, and tourist attractions (Cordato,
122 2014). It is a common source of information regarding customer attitudes and opinions about
123 a tourism or hospitality product (Tseng et al., 2015).

124 Whilst the majority of previous hospitality research has evaluated online reviews for hotels
125 (e.g., Khoo et al., 2017; Sparks and Browning, 2011; Zhang and Verma, 2017), some studies
126 have examined the use of TripAdvisor for restaurant decision-making. Previous research has
127 shown that customers select restaurants based on aspects such as quality of food; the ambience
128 or location of the restaurant; price, value, and service; food availability; and tourists' own food
129 culture (Hwang et al., 2012; Mak et al., 2012; Sulek and Hensley, 2004; Yilmaz, 2019). Indeed,
130 restaurant choice is affected by both tangible (e.g., food and table aspects) and intangible
131 aspects of restaurant attributes (e.g., value, atmosphere, service). For food aficionados, online
132 peer reviews of restaurants are argued to be particularly important in selecting restaurants in
133 which to dine (Rhee et al., 2015).

134 While the information on restaurant decision-making is important, there remains a gap in
135 understanding how particular types of restaurants are rated and reviewed by customers. In
136 particular, whilst some previous studies have found the location and place of the restaurant to
137 be influential in decision-making (e.g., Hwang et al., 2012; Sulek and Hensley, 2004), the
138 prison location of a restaurant has rarely been examined. Furthermore, in respect of online

139 reviews or restaurants, it is important to note that the multiple criteria used by customers to
140 choose a satisfactory restaurant may not always reflect the criteria that online review platforms
141 ask customers to review (Zhang et al., 2017). For instance, TripAdvisor.com requires
142 customers to rate only four criteria overall: a restaurant's service, food, value, and atmosphere
143 – not their location.

144 In addition to their numerical rating of these four criteria overall, customers may post a
145 summary of their experience, identify the type, date, and purpose of their visit, recommend
146 particular dishes, and share photos of their dining experience. In this way, text reviews can
147 reveal more nuanced details of customers' experiences and attitudes beyond mere numerical
148 ratings (Zhang et al., 2017). That said, many working prisons prohibit the possession of
149 cameras and mobile phones during dining, meaning that customers are often not able to take
150 photos of their experience. Also, being served by prison inmates, the prohibition of alcohol,
151 and the important security check required of diners entering prisons similarly make the prison
152 dining experience somewhat unique compared to other restaurant types. As such, this study
153 contributes to hospitality management research by revealing the nature of customers' overall
154 ratings and reviews of the four Clink restaurants as fine-dining hospitality establishments inside
155 working prisons.

156

157 **3. Study methods**

158 An interpretive, qualitative case-study methodology was deemed appropriate to evaluate
159 customer restaurant reviews. This approach is useful where the examination of the context and
160 the dynamics of the research situation is important, such as in the unique context of prison
161 dining (Darke et al., 1998; Marshall and Rossman, 2010). The data were collected via a
162 secondary data source: the TripAdvisor website, representing the largest online travel

163 community in the world, with more than 35 million visitors per month. This website was chosen
164 above others as it is deemed the most popular site on which consumers publish their ratings
165 and reviews of restaurants (Cordato, 2014). It contains more than 45 million reviews and
166 opinions on more than 1.3 million hotels, restaurants, and attractions (TripAdvisor, 2019).
167 TripAdvisor is a platform of public information that can be used by researchers to explore the
168 non-commercial, user-generated, and peer-to-peer nature of the reviews (Cong et al., 2014).
169 However, the limitations include subjectivity and a lack of background information on the
170 reviewer and the context (Ayeh et al., 2013).

171 In total, 3951 TripAdvisor reviews (a total of 394,650 words) in English of all four Clink
172 restaurants were analysed using the Leximancer 5.0 software between June 2011 (when the
173 first restaurant was opened) and 15 October 2019 (when data analysis started). The following
174 inclusion criterion was used: only customer reviews in English were analysed. When
175 downloading the customer reviews from TripAdvisor, four reviews were discarded from the
176 total because one was written in Chinese, and three others were related to different restaurants
177 outside of our sample. The Leximancer software helps to explore a large amount of text and
178 visually produces themes and concepts in a conceptual map (Chiu and Leng, 2017; Wu et al.,
179 2017). It is very useful in exploratory studies which analyse big data and where the key
180 concepts may not be clear without researchers' active intervention (Wilk et al., 2019), such as
181 the analysis of inbound tourists' complaints (Liu and Li, 2019).

182 Leximancer uses a quantitative approach to carry out a qualitative analysis of the text (Tseng
183 et al., 2015). It generates themes and concepts; the themes emerge from the co-occurrence of
184 terms rather than being imposed by the researcher's classification, enabling a more exploratory
185 style to represent the most prominent concepts (Sotiriadou et al., 2014). Unlike other qualitative
186 data management software such as CATPAC, NVivo and ATLAS.ti, Leximancer does not code
187 by frequency of word, term or phrase. Instead, it is used to look for the meaning, concepts and

188 ideas within the textual data creating visual concept maps to help provide greater insights into
189 the meaning of language (Tseng et al., 2015). Leximancer algorithms extract semantic and
190 relational information leading to the formation of concepts through word association from
191 “terms that indicate meaning around a word” (Harwood et al., 2013: 1032). Then, through a
192 conceptual analysis, the semantic meaning is created (Harwood et al., 2013). Leximancer does
193 not capture the communication style of online reviews (Wilk et al., 2019) but it was the most
194 suitable software for this qualitative study as it allowed the researchers to focus on the meaning
195 in the reviews by extracting concepts and ideas (Tseng et al., 2015). The researchers played an
196 important role in the second stage of data analysis, creating further meaning and insights, rather
197 than simply reporting the outcomes of the software analysis (Harwood et al., 2013).

198 The overall ratings of The Clink restaurants (i.e. service, food, value and atmosphere) were
199 extracted from TripAdvisor. Then, the qualitative customer reviews were copied from
200 TripAdvisor and entered into the Leximancer software for analysis. The software identified
201 five main themes (a theme is named after the most prominent concept), one name-like concept
202 – ‘Clink’, and 72 word-like concepts (the words most frequently occurring) - such as ‘service’,
203 ‘professional’, and ‘charity’ (Wilk et al., 2019). To ensure the validity of the conceptual map
204 and reliability of data analysis (Wu et al., 2017), the five themes were reviewed multiple times
205 by the authors to ensure the clear meaning of each theme and subsequent concepts. This
206 resulted in three most prominent themes: ‘food’, ‘visit’ and ‘prison’, and their relevant
207 concepts. This study used the default Leximancer settings to generate the results but employed
208 the ‘concept merge’ function so similar concepts such as ‘course’/ ‘courses’ were grouped.

209 Findings from The Clink restaurant TripAdvisor ratings and the most prominent themes of the
210 dining experience, arising from the data analysis, are presented below.

211

212 **4. Findings and Discussion**

213 This study aimed to evaluate customer reviews about The Clink restaurants to understand how
 214 they are rated and what experience is gained by fine dining in a prison. Data analysis revealed
 215 that the restaurants are ranked highly on TripAdvisor, with Brixton ranked number 20 out of
 216 16,740 restaurants in London; Cardiff – 9th out of 811; Styal – 1st out of 71 restaurants in
 217 Wilmslow; and High Down ranked 1st out of 126 restaurants in Sutton. Only 3% of reviewers
 218 rated the restaurants 3 out of a maximum of 5 stars (‘average’ or below), with 0.4% of reviews
 219 being 1 star (‘terrible’). The high ratings were consistent across the four restaurants (see Table
 220 1). Where the restaurants were rated as ‘terrible’ or ‘poor’ (1 or 2 stars), reviewers commented
 221 on either the poor food quality or poor communication regarding the booking system (for
 222 security reasons a table needs to be pre-booked). Almost all of the negative comments were
 223 responded to online by the restaurant managers.

224 **Table 1:** Customer star ratings on TripAdvisor for four Clink restaurants

		Number of ratings for each restaurant 2020						
Rating		Brixton	Cardiff	Styal	High Down	Total	%	
5*	Excellent	755	1,369	810	329	3263	82.6	
4*	Very good	144	236	110	80	570	14.4	
3*	Average	11	38	20	13	82	2.1	
2*	Poor	1	13	5	3	22	0.6	
1*	Terrible	1	8	3	2	14	0.4	
						3951	100.0	

225
 226 High ratings by restaurant customers are important because customer satisfaction is an essential
 227 element of any hospitality enterprise (Pizam and Ellis, 1999). Furthermore, our study found
 228 that the positive ratings of the restaurants were similarly evident in the favourable and often

229 detailed reviews posted on TripAdvisor. There is some evidence therefore that points to the
230 unique and memorable impact of the restaurant visit on the reviewers.

231

232 *4.1 Leximancer generated themes and relevant concepts*

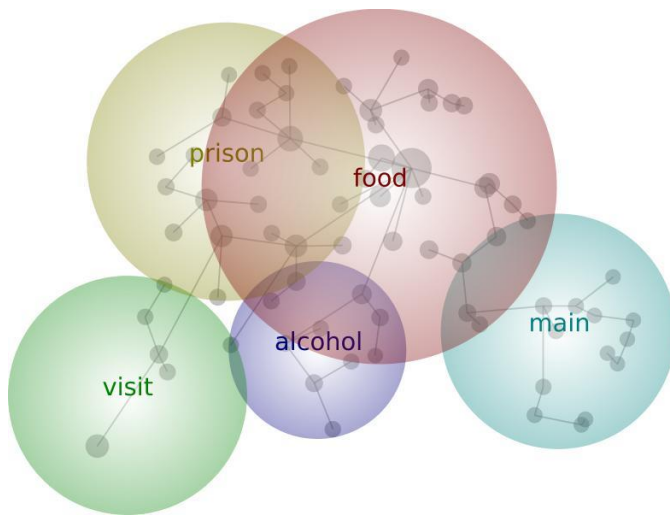
233 The five most significant themes generated by Leximancer 5.0, ranked in descending order to
234 their relative importance were: ‘food’, ‘visit’, ‘prison’, ‘alcohol’ and ‘main’ (see Table 3) with
235 their respective number of ‘hits’ or counts (meaning the number of text blocks in the project
236 associated with the theme) set at the high detail level, as shown in Table 2.

237 **Table 2:** The five most common themes found in TripAdvisor reviews of Clink restaurants

Theme	Number of hits
Food	11,100
Visit	5794
Prison	4245
Alcohol	3105
Main	1865

238

239 These are also shown within the conceptual ‘heat-mapped’ map below (Figure 1), where hot
240 colours (red, yellow, and green) denote the most important themes, and cool colours (blue and
241 purple) denote the less important themes. The size of each bubble does not denote the
242 significance of each theme but rather the significance of the relationship between the relevant
243 concepts (Wilk et al., 2019).



244

245 **Figure 1:** A concept map of the five themes found in The Clink’s customer reviews.

246 To describe the five main themes, Table 3 outlines the concepts relevant to each of the themes,
 247 illustrated using one example of a customer review from the TripAdvisor data. The five themes
 248 were perhaps to be expected given that aspects such as food, drink, and service are common to
 249 comments made by restaurant customers on TripAdvisor (see Sulek and Hensley, 2004). Whilst
 250 other TripAdvisor studies show the significance of place/location in restaurant reviews (see
 251 Zhang et al., 2017), it is notable here that comments relating to prison/prisoner appeared in the
 252 key theme (‘prison’) alongside another key concept, *place*.

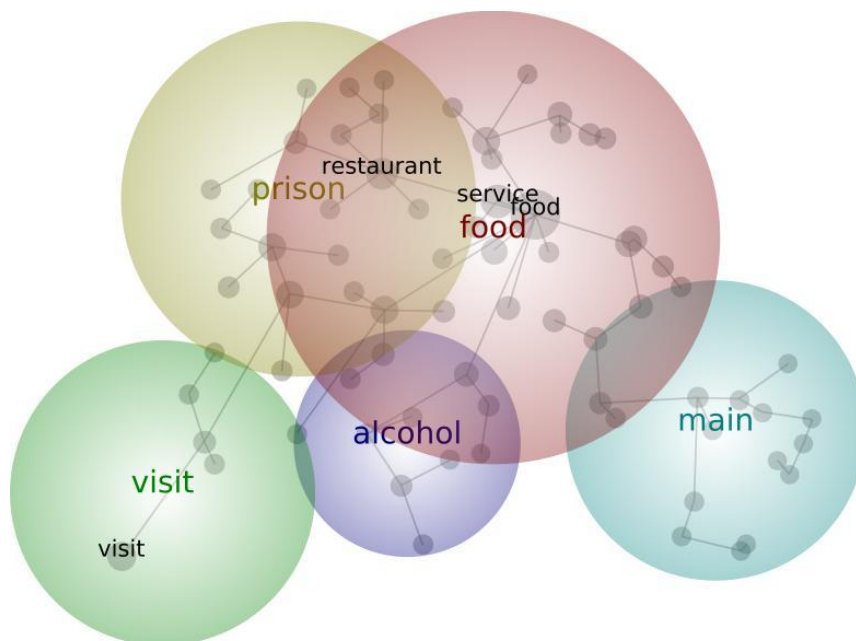
253 Table 3. Five significant themes and associated concepts

Theme	Concepts	Example review
‘food’	<i>food, service, restaurant, lunch, staff, experience, Clink, presented, excellent, beautifully, friendly, meal, delicious, lovely, menu, time, served, attentive, amazing, course, quality, cooked, waiter, professional, atmosphere, table, nice, restaurants, chapel, kitchen</i>	<i>The menu is actually very nice and the food was extremely well presented (...) we had a delicious meal nicely served by a very competent waiter.</i> (Brixton Reviewer)
‘visit’	<i>visit, recommend, worth, book, take</i>	<i>We will certainly return and recommend it to anyone else.</i> (Styal Reviewer)

'prison'	<i>prison, place, charity, prisoners, dining, friends, work, visited, security, people, inmates, inside, training, outside</i>	<i>This is a fantastic charity which does so much to give prisoners the second chance they often deserve. I am looking forward to visiting The Clink again.</i>
(High Down Reviewer)		
'alcohol'	<i>alcohol, best, birthday, evening, tea, dinner, breakfast, day, down</i>	<i>With no alcohol to inflate your bill there is an incentive to be generous.</i>
(Cardiff Reviewer)		
'main'	<i>main, tasty, courses, dessert, starter, lamb, chocolate, cream, ice, beef, chicken, cheese, dish, toffee, soup</i>	<i>What a pleasant surprise. My Fig and Gorgonzola tart tatin was delicious but the chocolate dessert with damson ice cream was truly amazing.</i>
(Brixton Reviewer)		

254

255 The conceptual map in Figure 1 shows a significant overlap between 'food' and the third most
 256 prominent theme of 'prison'. By adjusting the number of visible concepts from 0% to 4%, the
 257 relationship between these two themes is displayed as a knowledge pathway (Figure 2). The
 258 software registered the strongest pathway between these themes and the knowledge pathway
 259 was from 'food' (the most important theme and concept) to *service, restaurant*, and 'prison'.
 260 Such a pathway illustrates stories from the text and demonstrates indirect connections between
 261 concepts (Tseng et al., 2015).



262

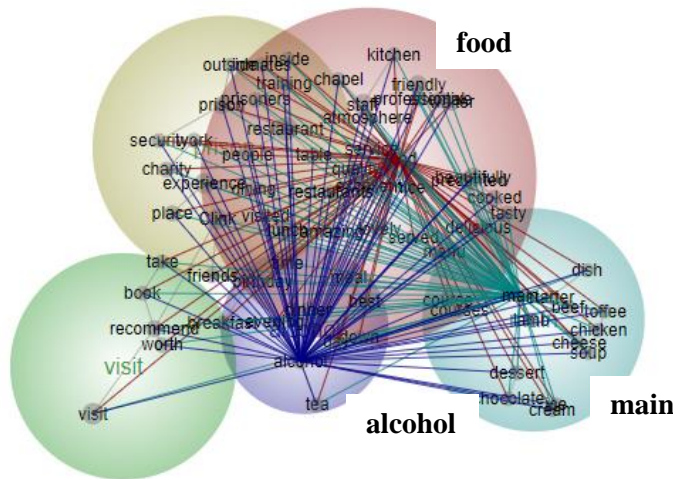
263 **Figure 2:** The knowledge pathway relationships between ‘food’ and ‘prison’.

264 It is apparent that the five themes, together with the related concepts, are all representative of
 265 reviewers’ positive comments about dining in the four Clink restaurants. The quality and the
 266 presentation of different dishes as well as the level of service were highly regarded and worthy
 267 of comment, even though only non-alcoholic beverages may be served in a prison environment.
 268 The conceptual map shows that the theme of ‘food’ was central to the content of The Clink
 269 reviews. In addition, it shows a significant overlap between ‘food’ and the third most prominent
 270 theme of ‘prison’. This might not be surprising given the distinctive location of the restaurants
 271 and is worthy of further exploration.

272 **4.2. The three most prominent themes and relevant concepts**

273 After several reviews of the five main themes, the three most prominent themes were chosen
 274 for further analysis (‘food’, ‘visit’, ‘prison’), since the theme of ‘alcohol’ was about the non-
 275 alcohol policy in the restaurants, and theme of ‘main’ was used to describe different types of
 276 dishes reviewers commented on, as shown in Table 3. As illustrated in Figure 1, the themes of

277 'alcohol' and 'main' overlapped with the theme of 'food', meaning they had multiple concepts
 278 in common. In addition, as can be seen in Figure 3, both themes had strong relationships with
 279 the theme of 'food'.



280

281 **Figure 3:** The relationship between the theme of 'food', and sub-themes of 'main' and
 282 'alcohol'

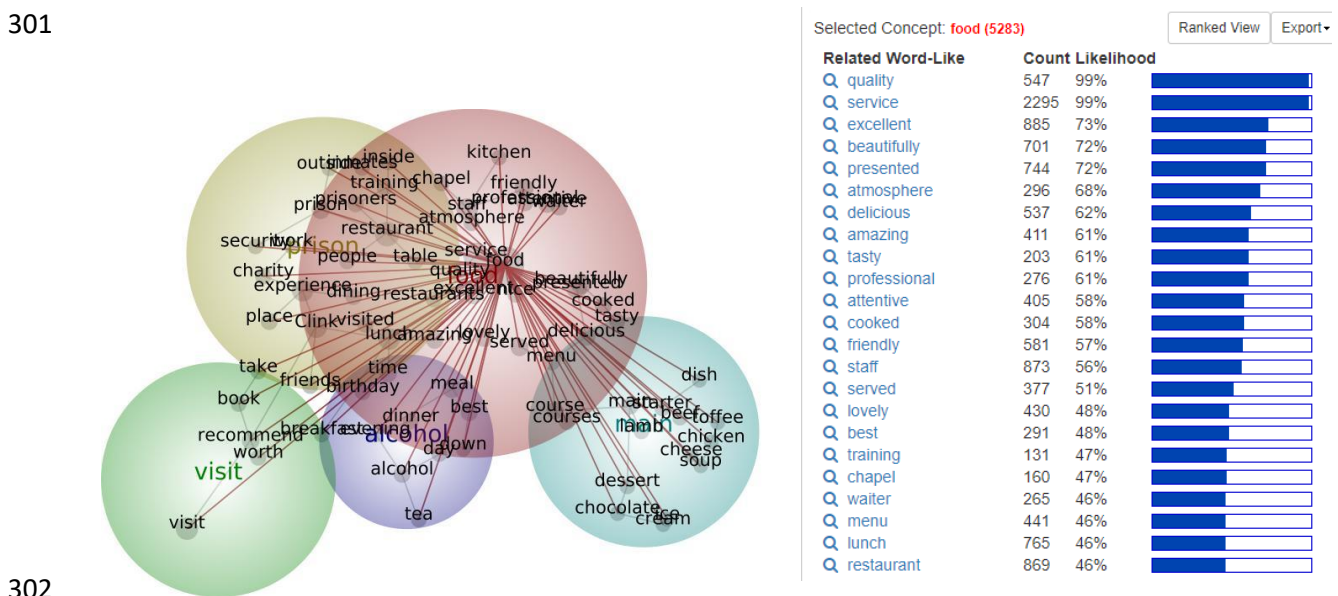
283 Cheng and Edwards (2019) recommend that researchers map themes and concepts to higher
 284 theoretical knowledge and assess their usefulness to the research aim. Accordingly, the themes
 285 of 'main' and 'alcohol' were analysed as significant sub-themes together with the theme of
 286 'food' based on the overlap between their concepts.

287 The following sections further discuss the three main themes ('food', 'visit' and 'prison') that
 288 emerged from data analysis. These three themes are elaborated on below under the expanded
 289 thematic titles of 'fine dining in prisons', 'The Clink ambassadors', and 'the inside and outside
 290 divide' to more richly describe the qualitative nature of the dining experiences.

291 4.2.1 Food: Fine-dining in prisons

292 The first and most significant theme of ‘food’ was made up of 29 word-like concepts and two
293 sub-themes of ‘alcohol’ and ‘main’ and their related concepts (see Table 3). As such, the first
294 theme, expanded to be called ‘fine-dining in prisons’, can best be described as relating to the
295 quality of food, service, reasons for the visit, and the no-alcohol policy. Also, this theme
296 denotes that all four Clink restaurants are considered as fine-dining restaurants despite them
297 being located inside prisons.

298 Figure 4 shows how Leximancer displayed the conceptual structure of the ‘food’ theme, made
299 up of the most significant concept, *food*, which was predominantly about food quality and
300 service.



303 **Figure 4:** Conceptual structure of text for the concept of *food*.

304 The high quality of food (comparable to Michelin star dining) was reported by reviewers,
305 including types of dishes they particularly enjoyed, as well as their presentation. The sub-theme
306 of ‘main’ consists of concepts depicting different types of food as listed in Table 3 and
307 illustrated in the following reviews.

308 *What a great meal! We have eaten in Michelin star restaurants and I can honestly say*
309 *that this was comparable. (Cardiff Reviewer)*

310 *I had an amazing roast beef main course with a large Yorkshire pudding, two sorts of*
311 *potatoes and a separate dish of vegetables. (Styal Reviewer)*

312 Reviewers praised the high quality of ‘food’ served in these training restaurants which illustrate
313 that working prisons are successful hospitality establishments despite their unique location.

314 *Rehabilitation – New chances – Go for it. Feel-good experience while enjoying*
315 *superbly cooked and presented food. Great value. And it’s not just about supporting a*
316 *good cause, you will appreciate the quality as well. (High Down Reviewer)*

317 *Excellent meal with very attractively presented dishes, cooked well and very tasty.*
318 *Overall a good dining experience. A very professional restaurant worth more than*
319 *one second visit. (Styal Reviewer)*

320 Reviewers also shared their opinions about the professional, friendly, and attentive service
321 delivered by the professional front of house staff (the prisoners). The reviewers suggest that
322 the prisoners are no longer seen as inmates, but as highly trained hospitality workers.

323 *My wife and I had an unbelievable experience. From the moment you walk in, the*
324 *welcome is superb and all staff who served us were attentive, friendly and*
325 *professional. (Cardiff Reviewer)*

326 *Fabulous food and fabulous service, (...) would not be out of place in a Michelin*
327 *starred restaurant. No wonder it's in the top ten restaurants in the U.K. (Cardiff*
328 *Reviewer)*

329
330 *Upon entering, you'd never think this was run by female inmates. It was so*
331 *professional, extremely clean and very well laid out. (Styal Reviewer)*

332 The above comments illustrate that despite the four restaurants being training restaurants, the
333 quality of service and food is exceptional and worthy of any non-training, fine-dining
334 restaurant.

335 Reviewed as quality fine-dining establishments, their prison locations, with restrictive security
336 access, also appeared important in reviewers’ comments. Indeed, other TripAdvisor studies

337 have confirmed the significance of location in restaurant reviews (see Zhang et al., 2017).
338 Reviewers commented on the reasons for visiting the restaurants – mostly birthday celebrations
339 and (workplace) Christmas parties, which resulted in a unique/ memorable experience.

340 *I took my wife to prison to celebrate her birthday!! We had a wonderful experience*
341 *despite the extra security to get in, plastic cutlery and no alcohol! (High Down*
342 *Reviewer)*

343 *My friend took me here for my birthday. I wanted to do something different and had*
344 *seen it mentioned on the TV. It was a bit weird going through the Gates and into the*
345 *prison but once inside the restaurant, it was so lovely. You would never realise that*
346 *you were in a prison apart from the Wardens walking around outside. (Brixton*
347 *Reviewer)*

348 *What a fab experience! I decided to treat my mum and her partner to a meal here for*
349 *their Christmas present. (High Down Reviewer)*

350 The physical environment of the restaurants was discussed in the reviews often with a tone of
351 surprise, including the décor, furniture, and artwork.

352 *Restaurant environment clean, welcoming, comfortable, has great artwork by prison*
353 *inmates, tables and chairs made in prison workshops, modern well furnished toilets,*
354 *visitors book for comments: we LOVED IT!!! (Brixton Reviewer)*
355

356 *Magnificent restaurant. Great ambience, mood lighting, lovely decor! Doesn't look*
357 *anything like a prison. (High Down Reviewer)*

358 This positive evaluation of the physical environment was not overshadowed by strict security
359 measures. As they are dining in a working prison, visitors to the Clink restaurants must leave
360 their phones and cameras outside, eat with plastic cutlery, and there is a no alcohol policy.
361 These measures were considered by the reviewers as a necessity and something to be expected.

362 *We loved our unique visit to The Clink and cannot wait to visit again. Don't be put off*
363 *by the plastic cutlery and lack of alcohol (the cutlery is thick and durable and there are*
364 *a range of non-alcoholic cocktails!) and pay the restaurant a visit ASAP. (High Down*
365 *Reviewer)*

366 *The only clue that we were inside a prison was the plastic cutlery. The decor was*
367 *fantastic and looked just like a very nice restaurant. (Brixton Reviewer)*

368 Reviewers also described the atmosphere of the restaurants as relaxed and friendly, created by
369 professional staff and a welcoming physical environment. Given the location of the restaurants
370 and the stigma of the staff, this is a surprising finding but one that potentially points to the
371 effective business model, which replicates almost completely a traditional restaurant
372 environment.

373 *Nothing was too much trouble and the atmosphere was relaxed and welcoming. (Cardiff*
374 *Reviewer)*

375 *The food, atmosphere and service were impressive, it was a very relaxing enjoyable*
376 *night. (Styall Reviewer)*

377 *A happy and joyful atmosphere and a unique experience. (Brixton Reviewer)*

378 *Great food and atmosphere, lovely ambiance. (High Down Reviewer)*

379 The no alcohol policy based on the sub-theme of ‘alcohol’ is apparent in the reviews in two
380 ways. Firstly, reviewers wanted to remind future diners of this policy to level their expectations.
381 Secondly, the reviewers justified this policy sharing in their reviews that, due to the
382 professionally cooked and served food, the lack of alcohol was no detriment to their overall
383 positive experience of dining in the restaurant. Indeed, the recent growing trend for non-
384 alcoholic beverages supports this necessary safety restriction in the context of The Clink
385 restaurants.

386 *The food, service and presentation was better than some West End restaurants. As it*
387 *is in a Prison there is no alcohol and the cutlery is plastic. Will certainly be returning.*
388 *(Brixton Reviewer)*

389 *5 stars for service and food quality. Would have got 6 stars but no alcohol and plastic*
390 *knives and forks prohibited that. Under the circumstances you can understand why.*
391 *Great to help others retrain so they can get a job in the future. (High Down*
392 *Reviewer)*

393
394 *Sunday lunch yesterday was outstanding, all three courses were served with no less*

395 *than 5 star plus, the waiting staff and the kitchen staff certainly know what they're*
396 *doing, we didn't miss having a glass of wine with our meal as the mocktail was*
397 *delicious, the restaurant and staff are worth more than five stars, will be going again*
398 *and have already recommended it, a wonderful experience overall. (Cardiff Reviewer)*
399

400 The theme of 'food' was also illustrated by the reviews which emphasised how the dining
401 experience contributed to the positive overall experience of visiting one of the restaurants.
402 Diners wrote about having a unique, memorable experience, which was based on an
403 opportunity to visit a prison to celebrate a birthday or attend a Christmas party, providing them
404 with a 'wow' factor.

405 *Experience worth having! It started as a different idea: "Lets go to prison for lunch!"*
406 *Wow! Really? We can do that?! (...) And so we did! (Brixton Reviewer)*

407 *A modern immaculately maintained restaurant serving a variety of meals. The food*
408 *was superb, well presented and served by friendly and helpful staff making it a*
409 *memorable event. (Cardiff Reviewer)*

410

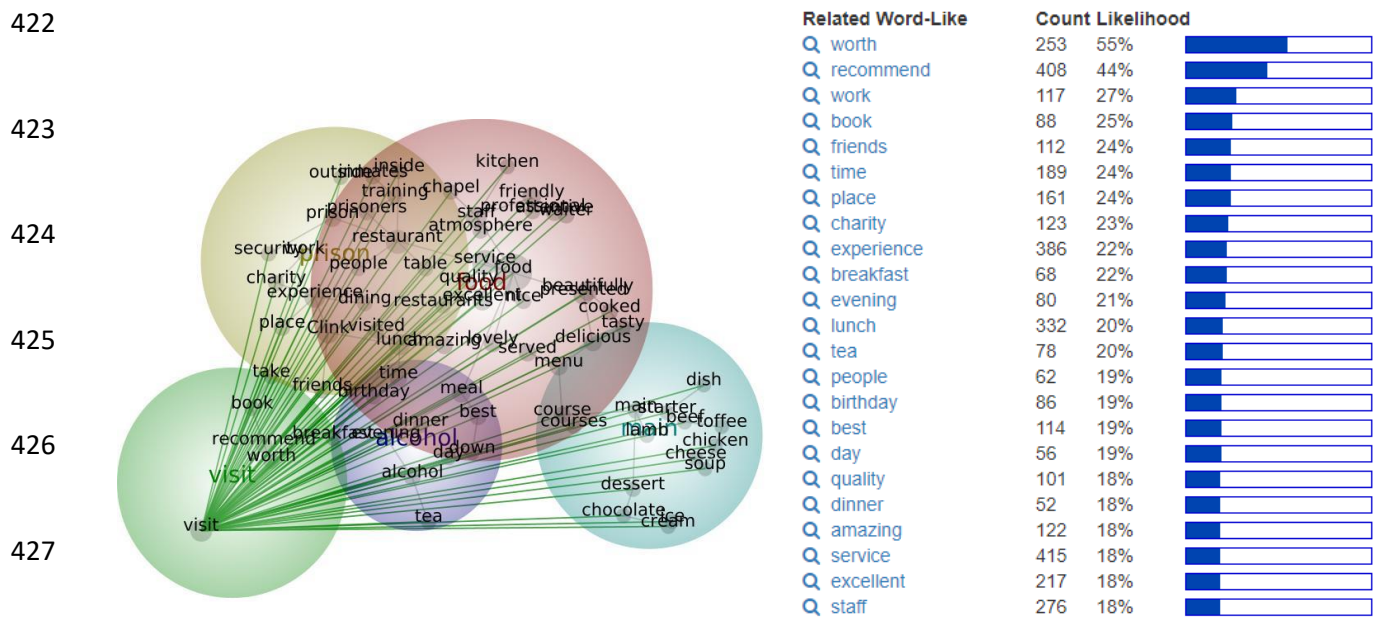
411 4.2.2 Visit: The Clink ambassadors

412 The second most prominent theme 'visit' was about reviewers highly recommending others to
413 visit one of the restaurants. As such, this theme was expanded to be called 'The Clink
414 ambassadors'. The related concepts (see Table 3) form the structure of the discussion of these
415 findings. Specifically, Figure 5 shows how Leximancer displayed the conceptual structure of
416 the 'visit' theme, made up of the most significant concept, *visit*, which was particularly
417 connected to concepts of *worth* and *recommend*. These denoted the restaurants as worth visiting
418 and being highly recommended to others.

419

420

421



428 **Figure 5:** Conceptual structure of text for the concept *visit*.

429 The reviews revealed that reviewers made two different sets of recommendations for the ‘visit’
 430 in their postings. Firstly, and most importantly, they recommended others to visit one of the
 431 restaurants.

432 *The whole experience was fantastic from arrival to departure, the staff, food and*
 433 *service was excellent and this place is certainly worth a visit.* (Cardiff Reviewers)

434 *We will certainly return and recommend it to anyone else.* (Styal Reviewer)

435 *This is our third visit and I highly recommend it.* (Brixton Reviewer)

436 Secondly, the reviews often included practical recommendations on booking a table in advance,
 437 mainly for security reasons, since all restaurant customers are required to include valid
 438 identification when booking and then present it on the day of their visit.

439 *To indulge yourself and it really is an experience with gastronomic fare, you do need*
 440 *to book in advance be vetted and take ID.* (Brixton Reviewer)

441 Also, reviewers posted the items not allowed in the prisons and gave instructions on where to
 442 leave them before entering the restaurant premises. They also provided details on which buses

443 to take to get to the prisons and the locations of the free car parks, as the review below
444 illustrates.

445 *You can reach it by the number 6 bus from Cardiff Bay next to the Millennium Centre*
446 *or same bus from Cardiff Centre in front of the Marriott among many other stations.*
447 *Train from Central Station Cardiff to Queen St Station takes 3 minutes and is another*
448 *option. (Cardiff Reviewer)*

449 Reviews about the ‘visit’ also reveal comments relating to the work of The Clink charity first-
450 hand; notably, comments about how the work of the charity plays a major role in changing
451 public perceptions regarding prisoners’ rehabilitation. The reviews below give examples to
452 illustrate this.

453 *Very interesting to see how they try to rehabilitate prisoners with this scheme. We had*
454 *a beautiful lunch and so well looked after. The boys that served us very nice and*
455 *excited for their future now that they've had this experience. Excellent idea. No*
456 *hesitation in recommending this place to anyone excellent food and service. The*
457 *manager told us that the national reoffending rate is 44% but when they're on this*
458 *rehabilitation course it is 12% (Cardiff Reviewer)*

459 *Great food. I visited The Clink on Friday with my wife. We decided to go as we think*
460 *the concept is great, prisons definitely need more schemes like this to rehabilitate the*
461 *offenders. (Brixton Reviewer)*

462 *It is not every day that you get to dine in a category 'C' prison but I can strongly*
463 *recommend it. A great concept where training and rehabilitation are the key drivers*
464 *here- they deliver excellent quality food in a relatively relaxed environment. Well*
465 *worth supporting. (Brixton Reviewer)*

466 By sharing their reviews on TripAdvisor, there is some evidence to suggest that the restaurant
467 customers become more than reviewers; they potentially become ambassadors for The Clink.
468 As such, the positive reviews of the fine-dining establishments, as well as the supportive
469 comments on the purpose of The Clink charity, are worthy of future research to gauge how this
470 may potentially influence the intentions of future customers as possible future ambassadors for
471 the charity. Indeed, the unique experience of fine-dining in a prison with a social purpose offers
472 the opportunity for ephemeral experiences that engender not only “authenticity, individuality,

473 and (...) personal positioning in the realm of the fascinating” (Yeoman and McMahon-Beattie,
474 2019: 115), but also herald an important social purpose. Customers want their dining
475 experiences to contribute to their social capital, to build memories, and to add to their cultural
476 awareness and even character, as well as identity. The ultimate souvenir in collecting unique/
477 memorable experiences is the lasting memory (Yeoman and McMahon-Beattie, 2019).

478 4.2.3 Prison: The inside and outside divide

479 The third and final theme, ‘prison’, denotes the unusual location of the restaurants in prison
480 buildings, and as part of The Clink charity’s prisoner rehabilitation programme (see Table 3
481 for related concepts). This theme thus engenders a potential ‘inside and outside divide’.

482 Figure 6 shows how Leximancer displayed the conceptual structure of the ‘prison’ theme, made
483 up of the most significant concept, *prison*. Unlike the other two themes (‘food’ and ‘visit’), the
484 concepts related to *prison* were evenly distributed with the concept, *courses*, being the most
485 important. This further demonstrates the significant positive relationship between the
486 restaurants being located in prisons and the food served there. This is exemplified in the customer
487 reviews below.

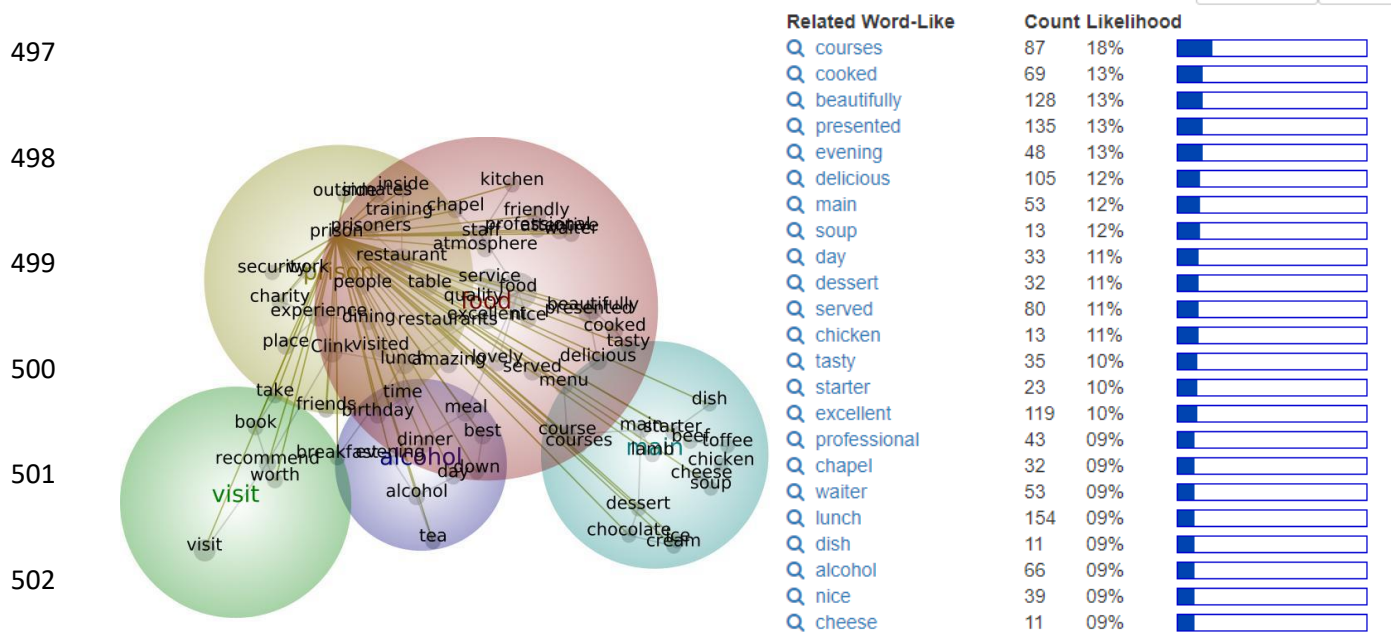
488 *Very impressed. Recommended by a friend. Really enjoyed the whole experience, from*
489 *visiting a prison to delicious three course meal. (High Down Reviewer)*

490 *4 course meal prep'd and served by serving prisoners on licence from the prison next*
491 *door. (High Down Reviewer)*

492 Figure 5 shows how Leximancer displayed the conceptual structure of the ‘visit’ theme, made
493 up of the most significant concept, *visit*, which was particularly connected to concepts of *worth*
494 and *recommend* denoting the restaurants as worth visiting and highly recommended to others.

495

496



503 **Figure 6:** Conceptual structure of text for the concept of *prison*.

504 The concept of *place* refers to a restaurant for the public located in a prison and staffed by
 505 prisoners, being where the two worlds meet: the inside and the outside. Prison may be initially
 506 considered ‘the inside’, since it is the location of the four restaurants, which are inside the
 507 prisons’ walls. By entering ‘the inside’, customers get an insight into how the prison functions.
 508 Also, once inside the restaurant premises, one becomes immersed in a fine-dining setting.

509 *Once inside it is like any other restaurant. A nice set up with a lively atmosphere, with*
 510 *quiet music in the background. Service by the staff was great. (Brixton Reviewer)*

511 *Top Notch Restaurant in unique surroundings as this is situated inside Highdown*
 512 *prison walls, the food was excellent and well presented and cooked to perfection.*
 513 *(Brixton Reviewer)*

514 However, for the prisoners, the restaurants are ‘the outside’. Working there equips them with
 515 catering and life skills and allows them the opportunity to engage with the general public as an
 516 opportunity to gain confidence before release and integration back into society. The benefits of
 517 interaction with the public before release is a finding echoed in previous research (see Peled-
 518 Laskov and Timor, 2018). Therefore, the restaurants not only prepare them for the life outside
 519 with the help of the mentoring programme but also give them a taste of that life whilst still

520 inside the prison. This inside/ outside dichotomy is explained by reviewers. Reviewers
521 commented on the transition between the physical environments of the prisons and the
522 restaurant premises.

523 *The usual prison security arrangements apply but this information is given to you*
524 *beforehand. We were escorted inside and accompanied into a very modern restaurant*
525 *that would not be out of place in a city environment. (High Down Reviewer)*

526 *Entrance to the prison is via a "Vacuum" type arrangement whereby you go through*
527 *one set of doors and are blocked from going in to the actual prison by a second set,*
528 *which are only opened once the first set are firmly closed. Once inside it is an*
529 *enclosed world, completely cut off from the outside and, I thought, quite similar to a*
530 *boarding school atmosphere. (Brixton Reviewer)*

531 Therefore, The Clink charity re-educates both the public and the prisoners in a unique
532 environment. As such, hospitality is potentially confirmed as a source for social good
533 (Cockburn-Wootten et al., 2014). This knowledge exchange is possible because the concept of
534 a fine-dining training restaurant has been applied successfully to an irregular location such as
535 a prison. Such a symbiotic relationship, driven by The Clink, and based on educating the
536 prisoners and the public alike, may be supported by the concept of hospitality and
537 hospitableness where the offer of hospitality is reciprocated, also building the social capital of
538 customers. Centred on customer interaction, the nature of the hospitality industry is viewed as
539 an ideal environment for prisoner rehabilitation (Beier, 2015). Indeed, data analysis showed
540 that reviewers do hold awareness of the purpose behind the fine-dining restaurants, as the
541 following comments illustrate.

542 *The charity helps offenders break the cycle of crime by nurturing self belief, workplace*
543 *skills and offering nationally recognised qualifications. (Styal Reviewer)*

544 *They [prisoners] do not receive a penny in wages or tips. All monies go to the charity*
545 *to rehabilitate those from prison into a job. Their success stories are amazing.*
546 *(Cardiff Reviewer)*

547 *I also would like to congratulate the clink charity initiative which helps in transforming*
548 *prisoner's life . I would recommend this place to anyone who would love to have a great*
549 *meal with fantastic hospitality. (Brixton Reviewer)*

550 The potential of restaurant operations to rehabilitate prisoners and reduce recidivism has been
551 the subject of previous studies (e.g., Cale et al., 2018; Dawe, 2007; Werblow and Dischino,
552 2015), and is evidenced in the significant reduction in reoffending among The Clink Charity
553 (2021) ‘graduates’. These initiatives may also change public opinion of prisoners who may
554 otherwise remain stigmatised, a topic worthy for future research. However, despite customers
555 praising the work The Clink is doing as a charity, analysis of the reviews revealed that
556 exceptional food and professional service offered in the four restaurants are the aspects most
557 commented on, as the following review demonstrates.

558 *Forget the fact that it's set up as a charity and run by prisoners and you're eating in*
559 *HMP Cardiff. This is a serious restaurant producing excellent food from scratch that's*
560 *very well presented and great value. (Cardiff Reviewer)*

561

562 *4.2.4 Discussion*

563 The topic of training restaurants, notably those based within prisons, has not previously been
564 investigated in the field of hospitality research. Yet, the unique prison location of all four Clink
565 restaurants was frequently mentioned by reviewers as having a positive impact on their overall
566 dining experience even though the physical location is not rated as an important characteristic
567 by TripAdvisor. Despite being training restaurants, customers praised the high quality of food
568 in terms of presentation, quality and professional attentive service in their online reviews.
569 Customers also commented on the welcoming, relaxed and friendly atmosphere they
570 experienced during their visits. These are significant findings for these four training restaurants
571 staffed by prisoners and located within working prisons. Prisoners staffing the restaurants were
572 no longer considered as inmates but rather as trainee hospitality employees capable of
573 delivering outstanding service, which further highlights the potential success of vocational

574 training in reducing reoffending (Cale et al., 2018). This also supports the findings by Peled-
575 Laskov and Timor (2018) who concluded that the opportunity for employment alongside
576 gaining soft skills positively contributes to prisoners' self-image, self-respect and confidence.
577 Prisoners also start to perceive themselves as providing social and financial benefits to the
578 wider economy which is reflected in their renewed sense of purpose and a desire to serve others
579 through offering hospitality. The employment of former prisoners is also seen as emancipatory
580 for those individuals, allowing them to carve for themselves new social roles for a better future
581 once released (Beier, 2015; Chandra, 2017; Harkison and McIntosh, 2019).

582 Ultimately, it appears that these restaurants can deliver excellent restaurant food and service in
583 a similar manner to restaurants not located within the confines of a prison setting. Therefore,
584 the restaurants are classed as fine-dining hospitality businesses offering memorable food and
585 dining experiences on par with Michelin-starred restaurants, evidenced by the overall ranking
586 of those restaurants on TripAdvisor. Excellent fine-dining in a prison, although an oxymoron,
587 is an important and successful outcome of The Clink Charity's work, alongside the
588 achievement of reducing the reoffending rates of prisoners. What is considered to be a hostile
589 and unwelcoming penal environment has become a destination for a culinary experience. Thus,
590 the prison location and The Clink Charity's prisoner rehabilitation purpose, although
591 significant, were not the determining factors for dining in those restaurants, according to
592 customer reviews. That said, the customers who enjoyed dining in the restaurants potentially
593 became The Clink's unofficial ambassadors, carefully detailing their experiences and
594 recommending others to visit. Practical information, including the process of security checks,
595 was also shared by guests whose enthusiasm and support for this charity was evident in their
596 reviews.

597 The dichotomy of 'the inside' and 'the outside' is another significant finding from this study.
598 It demonstrates that customers get an insight into how a working prison functions. For the

599 prisoners themselves, the restaurants are a glimpse of their life post-release. As mentioned
600 earlier, the potential of restaurant operations to rehabilitate prisoners by reducing stigma,
601 equipping them with social and life skills, leading to a reduction in recidivism, has been the
602 subject of previous studies (e.g., Cale et al., 2018; Dawe, 2007; Werblow and Dischino, 2015).
603 Therefore, hospitality is seen as an important industry to support prisoner rehabilitation and
604 provide the necessary social and life skills (Beier, 2015). Working there allows prisoners the
605 opportunity to engage with the general public and gain confidence for a successful integration
606 back into society, whilst also providing them with hospitality management and life skills; a
607 success mirrored in previous international research (Werblow and Dischino, 2015; Peled-
608 Laskov and Timor, 2018). Therefore, The Clink Charity becomes the bridge that links these
609 two separate worlds together by (re)educating prisoners using the concept of the training
610 restaurant and, in the process, reducing reoffending rates.

611

612 **5. Conclusion**

613

614 This study aimed to evaluate customer reviews about The Clink restaurants to understand how
615 they are rated and what experience was gained by fine dining in a prison. Findings of
616 customers' online reviews about the four Clink training restaurants using data collected from
617 3951 TripAdvisor reviews were analysed. All four restaurants received high customer ratings,
618 as has been evidenced previously among TripAdvisor ratings for the Brixton restaurant
619 (Young, 2017). The extent and detail of the reviews have likely contributed to this outstanding
620 result for what is a training restaurant. Five significant themes were generated by Leximancer
621 5.0 software and from those, the three most prominent themes, namely, 'food', 'visit', and
622 'prison', were analysed due to their significant interrelationship. These findings yield both
623 theoretical and practical implications which will now be discussed.

624 *5.1 Theoretical implications*

625

626 The topic of training restaurants has rarely been researched in the field of hospitality research,
627 notably those based within working prisons. As such, our research contributes new insights
628 into the influence of the training restaurants' prison location on customer experiences through
629 analysis of their online reviews. Given the positive reviews about the prisoner staff, our study
630 also provides empirical support for ex-offenders as a potential alternate labour force for the
631 hospitality industry. This research has further theoretical significance because online restaurant
632 reviews (such as those on TripAdvisor) play an important role when consumers make their
633 dining decisions. In the case of The Clink restaurants, findings from our research show that
634 dining within a prison is not only a memorable and enjoyable dining experience but may also
635 potentially help to change negatively stereotyped perceptions of inmates.

636

637 *5.2 Practical implications*

638

639 It can be seen that the Clink model works, not only as a dining experience for customers, but
640 research shows that it has contributed to reducing reoffending (The Clink Charity, 2021). The
641 Charity could franchise its model to other prisons in the U.K. and around the world. The
642 principles, practices, blueprint, standards of procedure of how to run such a successful
643 programme would have to be produced and every establishment that decided to replicate the
644 model would need to follow it carefully. With every new franchise, a training programme could
645 be implemented, and regular training sessions conducted to ensure that the model was being
646 practised accordingly in each franchise. Clear communication to all of the managers at the
647 franchise Clink training restaurants would help maintain their reputations and areas to focus on
648 to ensure the provision of high quality of food and consistent service. Each franchisee would

649 benefit from an already established Clink name and brand reputation, minimising the risk of
650 business failure.

651 Given the success of the operation and customer reviews of The Clink restaurants, this research
652 shows that this restaurant training model works and that it is now about maintaining and
653 sustaining the high quality of food and service to ensure that their reputation is maintained and
654 strengthened. The model could grow domestically and internationally, and the other ventures
655 they have started; for example, The Clink Events and Clink@Home, could also be replicated
656 in other prisons in the U.K. and elsewhere. Importantly, the model also positively impacts
657 prisoner rehabilitation, and there is an opportunity for the hospitality industry to further benefit
658 The Clink's purpose. There is an ever-increasing skills shortage in the hospitality sector
659 worldwide (Gebbers et al., 2019), and the Clink restaurants run successful training restaurants
660 to equip future hospitality professionals for the front and back of house positions. There is also
661 the opportunity for ex-offenders to draw on their Clink training to establish dining enterprises
662 of their own in the future. Other entrepreneurial initiatives could also be examined as allied
663 forms of ex-offender entrepreneurial activity, e.g., artisan enterprises drawing on food or other
664 produce.

665

666 *5.3 Limitations and suggestions for future research*

667

668 The findings of the current research are only based on the reviews from the four Clink training
669 restaurants located in the U.K. Therefore, consumers' perspectives on other training restaurants
670 (e.g., The Fife and Drum restaurant in the U.S.) may be different. The findings are also based
671 only on TripAdvisor reviews, therefore another online restaurant review platform (e.g., Google
672 reviews) might have contrasting perspectives on the Clink training restaurants. As a review
673 platform, TripAdvisor has its limitations. Although a reviewer can provide qualitative feedback

674 about a dining experience, TripAdvisor limits rated feedback to aspects of the meal,
675 atmosphere, value and service, thereby possibly limiting the richness of the review.

676 This research is based on employing only one research method. Applying other qualitative
677 research methods could have enriched the findings and revealed a more in-depth understanding
678 of the Leximancer generated themes. For example, analysis of the TripAdvisor reviews could
679 be combined with in-house customer feedback, such as through evaluation of guest books. A
680 wider selection of methods could also combine both quantitative (e.g., customer surveys) and
681 qualitative evaluations of The Clink's dining experience. Another limitation of our method can
682 be attributed to the security restrictions of entry into The Clink restaurants, most of which do
683 not allow guests to enter with their mobile phone or other electronic devices. This means that
684 photos of the food or experience cannot be uploaded to TripAdvisor and therefore not be
685 explored as a visual element of the dining experience review.

686 Future research is needed to further explore how the prison location influences customers'
687 dining experiences and their awareness of The Clink's purpose. What remains to be known is
688 how customer support for The Clink's cause may have potentially begun to change public
689 perceptions through the delivery of professional fine dining restaurant experiences by highly
690 trained chefs and front of house staff whose label as 'prisoners' may be otherwise stigmatised.
691 Further research might also seek to understand the novelty factor, or customer motivations, for
692 visiting a Clink restaurant as a niche form of social gastronomy. For example, future research
693 could unveil the consumer decision-making process for visiting restaurants or cafes inside
694 working prisons, pre- and post- dining experiences, focusing on whether the actual visit
695 significantly changed visitors' perceptions of offenders to further evaluate the social good of
696 hospitality establishments.

697

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