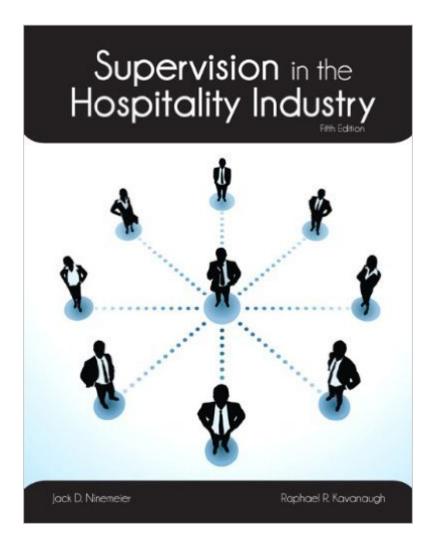
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Supervision In The Hospitality Industry With Answer Sheet (AHLEI) (5th Edition) (AHLEI - Hospitality Supervision / Human Resources)





Synopsis

Introduce students to the supervisory skills theyâ [™]II need to succeed in a hospitality career. They will be prepared to meet the expectations of management, employees, and guests. SUPERVISION IN THE HOSPITALITY INDUSTRY, 5/e features revised procedures for managing conflict; expanded information on motivation, including a discussion of on-boarding; new information on the role of technology and social media on recruiting and reference checks; new information on the costs and benefits of training; and a discussion of the use of technology for employee scheduling, including scheduling software and company intranets. This book also provides resources to help students create a professional development plan for their career. Â Authors: Jack D. Ninemeier, Ph.D., CHA, CHE, and Raphael R. Kavanaugh, Ed.D., CHA

Book Information

Series: AHLEI - Hospitality Supervision / Human Resources Paperback: 403 pages Publisher: Educational Institute; 5 edition (September 3, 2012) Language: English ISBN-10: 0133255085 ISBN-13: 978-0133255089 Product Dimensions: 7 x 0.9 x 8.9 inches Shipping Weight: 1.4 pounds (View shipping rates and policies) Average Customer Review: 4.4 out of 5 stars Â See all reviews (9 customer reviews) Best Sellers Rank: #320,863 in Books (See Top 100 in Books) #221 in Books > Business & Money > Industries > Service #527 in Books > Business & Money > Industries > Hospitality, Travel & Tourism #2012 in Books > Arts & Photography > Individual Artists

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Solid choice for my class I have learned so much so far from reading the chapters in this book so it is good for students

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Helps a lot

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