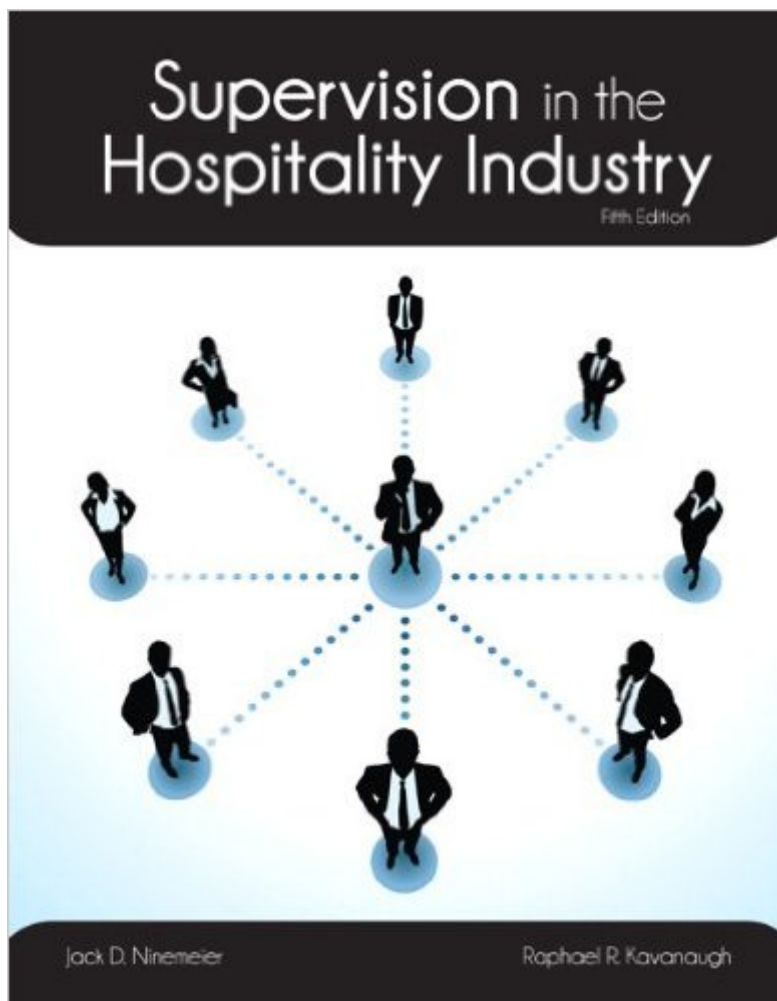


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Supervision In The Hospitality Industry With Answer Sheet (AHLEI) (5th Edition) (AHLEI - Hospitality Supervision / Human Resources)



Synopsis

Introduce students to the supervisory skills theyâ™ 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. 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)

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