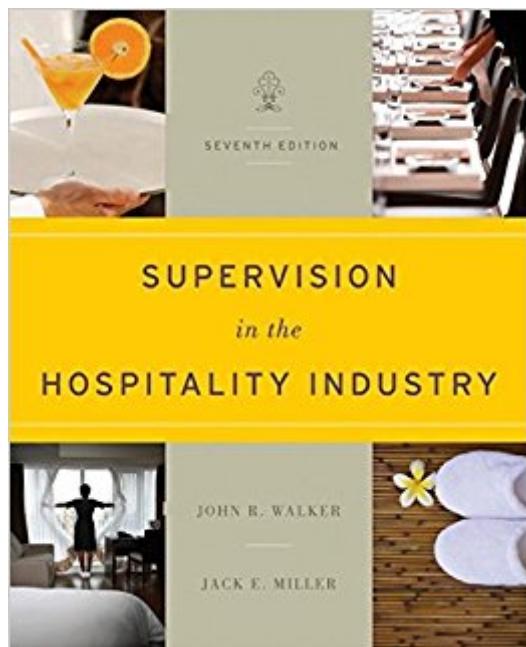


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Supervision In The Hospitality Industry



Synopsis

Supervision in the Hospitality Industry: Leading Human Resources, 7th Edition focuses on the different roles of employees from beginning leaders, newly promoted supervisor, or anyone planning a career in the hospitality field. The text is enhanced from previous issues with more industry examples and the addition of key word definitions. It offers several new chapters on topics such as supervisors as leaders; goal setting; supervisory communication; suggestions for improving communications and social media communications; drivers of diversity; multiculturalism; social media recruiting; hiring suggestions; evaluating on-the-job performance and performance improvement; behaviors of leaders; team building; teaching methods for training; causes of conflict in the workplace; critical thinking example and question on discipline; supervising employees; supervisors delegating; and common mistakes in delegating.

Book Information

Hardcover: 528 pages

Publisher: Wiley; 7 edition (December 6, 2011)

Language: English

ISBN-10: 1118071786

ISBN-13: 978-1118071786

Product Dimensions: 7.8 x 1 x 9.5 inches

Shipping Weight: 2.4 pounds (View shipping rates and policies)

Average Customer Review: 4.4 out of 5 stars 23 customer reviews

Best Sellers Rank: #52,502 in Books (See Top 100 in Books) #113 in Books > Science & Math > Agricultural Sciences > Food Science #136 in Books > Business & Money > Industries > Hospitality, Travel & Tourism #334 in Books > Textbooks > Business & Finance > Management

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John R. Walker, DBA, CHA, FMP, is a Fulbright Senior Specialists and the McKibbon Professor of Hotel and Restaurant Management in the School of Hotel and Restaurant Management at the University of South Florida, Sarasota-Manatee.

Good book. It was required for a college course. The font is easy enough to read, not too small as some print in other books have been. The chapters were pretty short (2-6 pages). The book was easy to understand & written in a way that when the author explains a scenario, I can imagine it happening. If you have ever stayed in any hotel or dined in any restaurant, you can relate the examples contained within the book to your experience.

It was in excellent condition, I could have been happier with it if it were new. Thank you.

Purchased this book for a college course. I was very pleased at how easy it was to follow and it was very informative. I will be keeping it to reference later on as I pursue a career in the hospitality industry.

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