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### THE CORNELL SCHOOL OF HOTEL ADMINISTRATION ON HOSPITALITY

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#### CUTTING EDGE THINKING AND PRACTICE

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*John Wiley & Sons* This cutting edge and comprehensive book—with contributions from the star faculty of Cornell University's School of Hotel Administration—offers the latest thinking on the best practices and strategies for hospitality management. A must for students and professionals seeking to enter or expand their reach in the hospitality industry, The Cornell School of Hotel Administration on Hospitality delivers the authoritative advice you need to: Develop and manage a multinational career and become a leader in the hospitality industry Maximize profits from franchise agreements, management contracts, and leases Understand and predict customer choices, and motivate your staff to provide outstanding service Manage hospitality businesses and the real estate underlying the businesses Control costs, coordinate branding strategy, and manage operations across multiple locations

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#### HOTEL ACCOMMODATION MANAGEMENT

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*Routledge* This book offers students a uniquely concise, accessible and comprehensive introduction to hotel accommodation management that covers the range of managerial subjects and disciplines in the sector. The book focuses on enduring aspects of the accommodation management function (front office management, housekeeping, revenue management); the changing context of hotel accommodation provision (the move to 'asset light', the supply of accommodation, trends in hotel investment and asset management, the challenges engendered by social media and the collaborative economy to the hotel market); and the role of accommodation in additional and integrated facilities and markets (spas, resorts, MICE markets). International case studies illustrating examples of practice in the industry are integrated throughout, along with study questions and other features to aid understanding and problem solving. This is essential reading for all hospitality and hotel management students.

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#### INTRODUCTION TO HOSPITALITY MANAGEMENT

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*Pearson* This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. Prepare students to succeed in hospitality management. Capturing the breadth of the world's largest and fastest growing business, Introduction to Hospitality Management, 5/e, gives an in-depth overview of both hospitality and management. The text is organized into five sections, with six chapters devoted to management: hospitality and lodging; beverages, restaurants, and managed services; tourism, recreation, attractions, clubs, and gaming; and assemblies, events, attractions, leadership, and management; managerial areas of the hospitality industry. Each section includes real-world profiles, first-hand accounts, and engaging case studies to help readers connect with the material and foster an appreciation of the industry's unique enthusiasm and passion. New photos, page layouts, and hands-on examples that help students understand the how-to aspects of today's hospitality industry. Updated to reflect today's trends and realities, the Fifth Edition contains new coverage of spas, updated and new corporate profiles, salary information, hospitality-related technologies, and more! Also available with MyHospitalityLab® This package is also available with MyHospitalityLab—an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts. To help students explore the hospitality industry, MyHospitalityLab includes industry-specific simulations from Hospitality & Tourism Interactive (HTi), and real case studies written by industry leaders. Note: You are purchasing a standalone product; MyHospitalityLab does not come packaged with this content. Students, if interested in purchasing this title with MyHospitalityLab, ask your instructor for the correct package ISBN and Course ID. Instructors, contact your Pearson representative for more information. If you would like to purchase both the physical text and MyHospitalityLab, search for: 0134514238 / 9780134514239 Introduction to Hospitality Management and Plus MyHospitalityLab with Pearson eText -- Access Card Package Package consists of: - 0134151909 / 9780134151908 Introduction to Hospitality Management - 0134487281 / 9780134487281 MyHospitalityLab with Pearson eText -- Access Card -- for Intro to Hospitality & Intro to Hospitality Management

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#### HOSPITALITY MANAGEMENT

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##### A BRIEF INTRODUCTION

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*SAGE* "An innovative and cross-cutting approach to Hospitality that examines the fundamentals of the subject in a

concise and commendable way. Roy Wood's academic and practitioner expertise is brought to bear on this succinct synthesis of the subject that will quickly become a must read for all students and academics in the hospitality area." - Professor Stephen J. Page, Bournemouth University Hospitality Management: A Brief Introduction is designed for undergraduate and postgraduate students studying hotel and hospitality management and hospitality studies. The book includes coverage of the principal areas of functional management in hospitality including: employee relations accommodation management food and beverage management marketing and sales industry structure and strategy the nature of management roles hospitality management education future trends in the field. Roy Wood uses a wide range of established and contemporary research and reflects critically on its subject, including from the perspective of the hospitality consumer, to ensure that readers gain wide awareness of the realities and challenges of the hospitality industry.

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## THE HOSPITALITY INDUSTRY

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### UNDERSTANDING HOTEL BUSINESS

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*Varna University of Management* This book is designed to assist the university students, hotel managers and employees in the hospitality industry, especially in the hotel business. It covers the development and the current status of the hospitality industry, concentrating on the hotels and other means of accommodation. Special attention is paid to the hotel classification and management of personnel.

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## HOSPITALITY MANAGEMENT

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### AN INTRODUCTION

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*Scientific e-Resources* Hospitality management is the study of the hospitality industry. The hospitality industry is vast and very diverse. Any time people travel, stay in a hotel, eat out, go to the movies, and engage in similar activities, they are patronizing establishments in the hospitality industry. The management of such establishments is very challenging, as managers need to be flexible enough to anticipate and meet a wide variety of needs. Hotel Management, as the term suggests, is focused on managing all aspects related to the functioning of a hotel. From the time a guest arrives at a hotel to the time he checks out, the responsibility of all activities during the guest's stay in the hotel forms part of Hotel Management. Hospitality management graduates are highly employable, applying their skills to careers in events, hotel and conference management, sales and business development and forestry and fishing management. Hospitality management means 'managing' an event, or when referring to managing a hotel, it would mean managing all the different departments and members of staff so that the paying guests feel welcomed and enjoy their stay. It is important that these people know that you are warm and friendly, so that they would probably return to the venue again in the future. This book has been developed as an attempt to provide some literature on vast growing hotel industry. This text will help immensely those who are desirous of joining the industry to equip themselves with a career in front office, housekeeping, food production, food and beverage service and tourism.

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## HOTEL OPERATIONS MANAGEMENT

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*Prentice Hall* Prepare future hotel general managers to efficiently supervise and run a midsize full-service hotel. Hotel Operations Management provides an up-to-date and comprehensive examination of all aspects of hotel administration from the viewpoint of the hotel general manager. Detailed information addresses the operating departments of a full-service hotel: Human Resources; Controller; The Front Office; Housekeeping; Food and Beverage; Safety and Property Security; Sales and Marketing; Accounting; and Facility Engineering and Maintenance. In-depth discussions highlight the importance of human resources in the labor-intensive hotel industry, franchising and contract management of properties in an ever-decreasing "Mom and Pop" segment, and hotel management in a global environment. Updated throughout to ensure that readers have the latest information, the Third Edition also includes new case studies, an entirely new chapter on guest services, and new end-of-chapter questions. This accurate book will give prospective hotel managers insight into all of the procedures effective managers use to ensure their hotel's--and their own--success.

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## HOTEL MANAGEMENT AND OPERATIONS

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*John Wiley & Sons* Hotel Management and Operations, Fifth Edition provides a practical, up-to-date, and comprehensive approach to how professionals across the industry manage different departments within their operation. From the front office to finance, from marketing to housekeeping, this resource offers advanced theory played out in practical problems. Multidimensional case studies are a notable feature, with complex management problems portrayed from multiple viewpoints; "As I See It" and "Day in the Life" commentaries from new managers provide further real-world perspective. Covering the latest issues affecting the industry, this text gives students and professionals an up-to-date, dynamic learning resource.

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## LEADERSHIP AND MANAGEMENT IN THE HOSPITALITY INDUSTRY

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## INTRODUCTION TO MANAGEMENT IN THE HOSPITALITY INDUSTRY

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*John Wiley & Sons* Readers seeking management careers in hospitality will enter a dynamic industry filled with

opportunities. The rewards are many, but so are the challenges. Today's hospitality managers must deal with such complex factors as globalization, terrorism threats, ecotourism, internet commerce, new business and financial models, and rapidly changing consumer demands. Introduction to Management in the Hospitality Industry, 10th Edition gives readers the industry know-how and the management skills needed to thrive in all aspects of the field, from food service to lodging to tourism. The Tenth Edition of Introduction to Management in the Hospitality Industry features both historical perspectives and discussions of new trends in a variety of sectors. This book has the most thorough coverage of the hospitality industry, covering foodservice, lodging, and travel and tourism, hospitality careers, and hospitality management. Upon successful completion of this text, readers will have a strong grasp of the many facets of the hospitality industry.

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## **INTRODUCTION TO HOSPITALITY MANAGEMENT**

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*John Wiley & Sons* The hospitality industry's rapid evolution provides career-seekers with tremendous opportunity-and unique challenges. Changes in the global economy, rising interest in ecotourism, the influence of internet commerce, and a myriad of other trends contribute to the dynamic nature of this exciting field. Introduction to Hospitality Management presents a thorough overview of historical perspectives, current trends, and real-world practices. Coverage of bar and restaurant management, hotel and lodging operations, travel and tourism, and much more gives students a comprehensive analysis of this rewarding field. Focusing on practicality, this text presents real-world examples of traditional methods alongside insightful discussions surrounding changes in consumer demands and key issues affecting the industry. The industry's multifaceted nature lends itself to broad exploration, and this text provides: Clear guidance through topics related to foodservice operations, convention management, meeting planning, casino and gaming management, leadership and staffing, financial and business models, and promotion and marketing Emphasis on career planning and job placement strategies, giving students a head start in charting their future in hospitality A combination of Drs. Reynolds and Barrows' two leading textbooks, Introduction to Management in the Hospitality Industry and Introduction to the Hospitality Industry, into one cohesive, comprehensive edition Substantial coverage of internet commerce and marketing Case studies, including actual interviews with industry professionals, to reinforce primary learning objectives and build critical thinking skills An emphasize on real-world skills and practical methods employed by management professionals Methods to prepare students for job placement in multiple areas of the hospitality and tourism industry Introduction to Hospitality Management is an essential text for students learning about, or with an interest in, the hospitality industry. Written in a clear and accessible style, this important book leaves readers with a strong grasp of the topics and trends most important to a career in the hospitality industry

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## **PRINCIPLES OF MANAGEMENT FOR THE HOSPITALITY INDUSTRY**

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*Routledge* It is vital for hospitality management students to understand key management concepts as part of the complex and intimate nature of the services industry. Principles of Management for the Hospitality Industry is designed specifically for hospitality students who need to be able to use management tools and techniques to become successful hospitality managers. By placing you at the heart of an imaginary workplace this book offers the opportunity to work through all of the items of discussion for each topic. The chapter begins with a scenario to prompt an exploration of a given topic, and concludes with the outcome of this scenario to reinforce the lessons learnt throughout the chapter. Highly practical in approach, this is an up-to-date and skilful integration of all core areas of management. It is packed with tools and techniques to aid learning and understanding, enabling you to: improve your professional management vocabulary with definitions in each chapter, and a complete glossary of terms visualize key concepts with over one hundred explanatory diagrams gain confidence by testing your understanding on the accompanying website practical applications of theory are illustrated in international case studies throughout the book discussion questions prompt an exploration of key concepts. This title also has a companion website for lecturers which includes an Instructors' manual, PowerPoint slides and quizzes to aid teaching and learning.

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## **THE CORNELL SCHOOL OF HOTEL ADMINISTRATION ON HOSPITALITY**

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### **CUTTING EDGE THINKING AND PRACTICE**

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## **KEY CONCEPTS IN HOSPITALITY MANAGEMENT**

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*SAGE* "Accessibly written and thoughtfully edited, making it essential reading for those studying hospitality and embarking on a career in the industry." - Peter Lugosi, Oxford School of Hospitality Management "This text is a fascinating read... Roy Wood has spent 25 years teaching, researching and writing on the hospitality industry - much of that learning is here in this book." - Erwin Losekoot, Auckland University of Technology "All different aspects of the hospitality industry are elaborated on... All in all a wonderful course book for for our students!" - Claudia Rothwangl,

**ITM College** This book covers the major concepts students are likely to encounter throughout their study within the hospitality management, giving a comprehensive and up-to-date overview as well as providing engaging everyday examples from around the world. A leading figure in the field, Roy Wood has successfully gathered international contributors with direct experience of hospitality management and the hospitality industry as a whole, ensuring the academic, geographical and practical integrity of the book. *Key Concepts in Hospitality Management* is written for undergraduate students and those studying short postgraduate or executive education courses in hospitality management, events management, tourism management and leisure management.

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## **HOTEL ACCOMMODATION MANAGEMENT**

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*Hospitality Essentials Series* This book offers students a uniquely concise, accessible and comprehensive introduction to hotel accommodation management that covers the range of managerial subjects and disciplines in the sector. The book focuses on enduring aspects of the accommodation management function (front office management, housekeeping, revenue management); the changing context of hotel accommodation provision (the move to asset light, the supply of accommodation, trends in hotel investment and asset management, the challenges engendered by social media and the collaborative economy to the hotel market); and the role of accommodation in additional and integrated facilities and markets (spas, resorts, MICE markets). International case studies illustrating examples of practice in the industry are integrated throughout, along with study questions and other features to aid understanding and problem solving. This is essential reading for all hospitality and hotel management students.

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## **REVENUE MANAGEMENT FOR THE HOSPITALITY INDUSTRY**

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*Wiley Global Education* Revenue Management for the Hospitality Industry is filled with practical examples and best practices on the topic of revenue management, a critical aspect of the industry. Through numerous revenue management examples from the hospitality industry and a running case example throughout the book, students will discover how they can incorporate revenue management principles and best practices. The core of revenue management of a hospitality organisation is to, as the authors explain, "charge the right price, to the right customer, for the right product, through the right channel, at the right time." The book is intended for students with prior knowledge and understanding of the hospitality industry, and will explain what they need to know and how to be successful.

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## **HOSPITALITY MANAGEMENT**

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*iUniverse* "Hospitality Management" is a career and life reference for both seasoned executives and new hires. This book positions associates to work comfortably in a global environment and to interpret the cultural expectations of their guests. The author, Lyn Pont, PhD, is a motivational public speaker and educator. She is the president and founder of Manners for Business, Inc. In "Hospitality Management" she discusses service, relationships, integrity, communications, personal image, creativity, the bottom line, and so much more. As a story teller, Dr. Pont weaves into the narrative valuable industry history and tales that support a culture of service and personal excellence. Competition in the hospitality industry is nonstop, and brands are looking for associates who can handle themselves flawlessly both on and off the job. Modern hospitality professionals are correctly concerned about representing their organizations, and themselves, with polish, politeness, confidence, and authority. "Hospitality Management" leads the way by showcasing the soft skills that you can use to amaze your guests with your outstanding attention to customer care. If you believe in remarkable service and have a passion for this great industry, then "Hospitality Management" will delight you with a treasure chest of hands-on, practical information that will assist you throughout your career. "Pont's book is a must-read for anyone considering a career in hospitality." -Isadore Sharp, chairman and founder, Four Seasons Hotels and Resorts "A refreshing, thorough, and necessary read for anyone dealing with the intricacies of the industry. ... A great training tool for the hospitality industry." -Arthur J. Torno, vice president, American Airlines, Inc. "Leave it to business etiquette expert Dr. Lyn Pont to author the most comprehensive guide to providing your guests with the memorable hospitality experience they deserve." -Martin Yang, master chef, author, food consultant, cooking show and travelogue host

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## HOSPITALITY SECURITY

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### MANAGING SECURITY IN TODAY'S HOTEL, LODGING, ENTERTAINMENT, AND TOURISM ENVIRONMENT

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*CRC Press* A security director must have knowledge of criminal and civil law, risk and personnel management, budgeting and finance, and a host of other areas in order to be effective. *Hospitality Security: Managing Security in Today's Hotel, Lodging, Entertainment, and Tourism Environment* provides experience-based, proven methods for preventing and resolving the challenges faced by today's hospitality practitioner. Designed for both novice security professionals and industry veterans in need of a reference, the book covers: Risk assessment, where threats and vulnerabilities are calculated with probabilities to determine risk The security plan, where you decide how to apply various layers of control to mitigate the risks Budgeting: the amount of money available to implement the plan determines the next step Policies: how to document policies into a security manual, training manual, emergency procedures manual, and incident action plan Staffing: scheduling, wages, deployment, and contract security Training, including specialized topics such as use of force and bike patrol Physical security and patrol procedures Alarm and camera systems and various software programs Emergency procedures and response Investigations, interviews, and crime analysis Executive skills: learning from proven leadership styles Ideal for novices and veterans alike, this accessible, reader-friendly primer enables security directors to evaluate what risks are inherent to hospitality environments, analyze those risks through threat and vulnerability assessments, and develop methods to mitigate or eliminate them-all the while keeping customers and personnel safe and improving the bottom line.

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## INTERNATIONAL HOSPITALITY MANAGEMENT

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*Routledge* *International Hospitality Management: issues and applications* brings together the latest developments in global hospitality operations with the contemporary management principles. It provides a truly international perspective on the hospitality and tourism industries and provides a fresh insight into hospitality and tourism management. The text develops a critical view of the management theory and the traditional theories, looking at how appropriate they are in hospitality and tourism and in a multicultural context. The awareness of cultural environments and the specifications imposed by those cultures will underpin the whole text. *International Hospitality Management* is designed to instil a greater awareness of the international factors influencing the strategies and performances of hospitality organisation. The approach focuses on a critical analysis of the relevance and application of general management theory and practice to the hospitality industry. Consisting of three 3 parts divided into 14 chapters, each of which deals with a major topic of international management, the book has been thoroughly developed with consistent learning features throughout, including: Specified learning outcomes for each chapter International case studies including major world events such as the September 11 Terrorist Attacks, the Argentine Financial Crisis, The SARS virus, The Institution of Euro, the accession of China to the World Trade Organization., and the expansion of European Union, as well as international corporations such as Marriott, Hilton, Intercontinental, McDonalds, Starbucks etc. It introduces the global market situation, including Americas, Europe, Asia Pacific, and Middle East. Study questions and discussion questions to consolidate learning and understanding. Links to relevant websites at the end of each chapter On-line resources and a test bank is available for lecturers and students

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## OPERATIONS MANAGEMENT IN THE HOSPITALITY INDUSTRY

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*Emerald Group Publishing* From restaurants to resorts, the hospitality industry demands strong operations management to delight guests, develop employees, and deliver financial returns. This introductory textbook provides students with fundamental techniques and tools to analyse and improve operational capabilities of any hospitality organization.

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## CASES IN HOSPITALITY MANAGEMENT

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### A CRITICAL INCIDENT APPROACH

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*John Wiley & Sons* Your guide to becoming an effective hospitality manager The hospitality industry is a "people" business. Whether dealing with guests or customers, managers or coworkers, those who work in this industry interact with other people perhaps more than in any other. And unlike many other industries, graduates entering the hospitality industry will quickly be assuming managerial roles. One of the only casebooks available that focuses specifically on hospitality management, *Cases in Hospitality Management* prepares readers to be successful managers by providing an effective connection between hospitality management theory and real-world workplace scenarios. Whether managing a kitchen, dining room, front desk, travel agency, fast-food restaurant, or an entire hotel, employees seek cues and reinforcement from managers to guide their behavior. *Cases in Hospitality Management* provides readers with the opportunity to apply their knowledge, experience, and management skills, allowing them to think quickly on their feet and react appropriately in a wide variety of settings. By analyzing and understanding the causes and effects of a number of real, critical incidents, readers will be better prepared to effectively deal with similar situations when they face them on the job. This new, updated Second Edition features: \* Fifteen all-new cases dealing with a variety of managerial topics including technology, human resource management, customer service, and ethics \* A broad array of real industry cases, including airlines, railroads, private clubs, conference centers, travel agents, auto rental, hotels, and restaurants \* A new Technology section that explores data warehousing, the Internet, and electronic banking \* A new Service Exemplars section that presents incidents involving truly exceptional service in a variety of contexts--from trains to resorts \* A new Service Recovery section presents examples of companies failing to salvage service encounters that have gone awry

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## **SERVICE MANAGEMENT FOR DUMMIES**

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*John Wiley & Sons* A plain-English guide to managing IT from the customer's perspective Practical guidance on delivering and managing IT so that it meets the multiple needs and demands of a company and its customers and end-users-both inside and outside the organization-is hard to come by; this accessible book takes a common-sense approach that explains exactly what IT services are and how to fit them most effectively into a business Topics include setting a framework, keeping costs down, improving efficiency, and maintaining standards and best practices This concept of how IT should be wired specifically into the goals and need of the company and its customers is part of a broader picture that includes ITIL, BPM, SOA, and Six Sigma

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## **MANAGING HOSPITALITY ORGANIZATIONS**

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### **ACHIEVING EXCELLENCE IN THE GUEST EXPERIENCE**

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*SAGE Publications* **Managing Hospitality Organizations: Achieving Excellence in the Guest Experience** takes students on a journey through the evolving service industry. Each chapter focuses on a core principle of hospitality management and is packed with practical advice, examples, and cases from some of the best companies in the service sector. Students will learn invaluable skills for managing the guest experience in today's ultracompetitive environment. The Second Edition includes new coverage of technology, sustainability, sexual harassment, diversity and inclusion, and ethical leadership.

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## **ENVIRONMENTAL MANAGEMENT FOR HOTELS**

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*Taylor & Francis* **Environmental Management for Hotels** is a textbook for hospitality students that covers the relatively new field of environmental management. The reader is guided in how to make decisions which allow hotels to obtain optimum benefits for the environment whilst not threatening their own financial viability. Students are given an understanding of both the concepts and practical implications of environmental challenges relating to hotels. The case study material incorporated ties in theory with real life, and provides an international context. The text emphasizes supervisory issues which relate to the management of hospitality operations in ways which are sensitive to the impact on the environment. The main areas of environmental management featured are: \*water \*energy \*the indoor environment \*materials and waste.

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## **MANAGEMENT SCIENCE APPLICATIONS IN TOURISM AND HOSPITALITY**

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*Routledge* Find out how accurate forecasting and analysis can prevent costly mistakes! **Management Science Applications in Tourism and Hospitality** examines innovative tools for evaluating performance and productivity in tourism offices, hotels, and restaurants. This collection of recent studies focuses on two important topics of management science: forecasting and a relatively new analytical methodology called data envelopment analysis (DEA). This book will show you how tourism forecasting accuracy can be enhanced and how DEA can be used to benchmark productivity and improve advertisement efficiency. **Management Science Applications in Tourism and Hospitality** provides you with a useful blend of analysis from both theory and real-data perspectives. This book uses case studies, application techniques, and expert advice to review various productivity measurement methods and compare them to DEA, revealing DEA's strengths, weaknesses, and its potential in the operating environment. With **Management Science Applications in Tourism and Hospitality**, you'll be able to: utilize destination benchmarking perform multiunit restaurant productivity assessments using DEA conduct hotel labor productivity assessments using DEA measure and benchmark productivity in the hotel sector using DEA model tourism demand use an improved extrapolative hotel room occupancy rate forecasting technique forecast short-term planning and management for a casino buffet restaurant apply city perception analysis (CPA) for destination positioning decisions This book is generously enhanced with tables and figures to substantiate the research. **Management Science Applications in Tourism and Hospitality** is valuable for hospitality and tourism educators and graduate students learning and doing research in operation analysis. Savvy executives and professionals who want to improve efficiency in their industry will also benefit from the techniques illustrated in this timely guide.

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## **THE ROUTLEDGE HANDBOOK OF HOTEL CHAIN MANAGEMENT**

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*Routledge* Understanding the global hotel business is not possible without paying specific attention to hotel chain management and dynamics. Chains are big business, approximately 80 percent of hotels currently being constructed around the world are chain affiliated and, in 2014, the five largest brands held over a one million rooms. The high economic importance of the hotel chains and their global presence justifies the academic research in the field however, despite this, there is no uniform coverage in the current body of literature. This Handbook aids in filling the gap by exploring and critically evaluates the debates, issues and controversies of all aspects of hotel chains from their nature, fundamentals of existence and operation, expansion, strategic and operational aspects of their activities and geographical presence. It brings together leading specialists from range of disciplinary backgrounds and regions to provide state-of-the-art theoretical reflection and empirical research on current issues and future debates. Each of the five inter-related section explores and evaluates issues that are of extreme importance to hotel chain management, focusing on theoretical issues, the expansion of hotel chains, strategic and operational issues, the view point of the individual affiliated hotel and finally the current and future debates in the theory and practice of hotel chain management arising from globalisation, demographic trends, sustainability, and new technology development. It

provides an invaluable resource for all those with an interest in hotel management, hospitality, tourism and business encouraging dialogue across disciplinary boundaries and areas of study. This is essential reading for students, researchers and academics of Hospitality as well as those of Tourism, Marketing, Business and Events Management.

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## **HOSPITALITY MANAGEMENT AND DIGITAL TRANSFORMATION**

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### **BALANCING EFFICIENCY, AGILITY AND GUEST EXPERIENCE IN THE ERA OF DISRUPTION**

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*Routledge* Hospitality managers are at a critical inflection point. Digital technology advancements are ramping up guest expectations and introducing nontraditional competitors that are beginning to disrupt the whole industry. The hospitality managers whose organizations are to thrive need to get their organizations into a position where they can effectively leverage digital technologies to simultaneously deliver breakthroughs in efficiency, agility, and guest experience. *Hospitality Management and Digital Transformation* is a much-needed guidebook to digital disruption and transformation for current and prospective hospitality and leisure managers. The book: • Explains digital technology advancements, how they cause disruption, and the implications of this disruption for hospitality and leisure organizations. • Explains the digital business and digital transformation imperative for hospitality and leisure organizations. • Discusses the different digital capabilities required to effectively compete as a digital business. • Discusses the new and/or enhanced roles hospitality and leisure managers need to play in effecting the different digital capabilities, as well as the competencies required to play these roles. • Discusses how hospitality and leisure managers can keep up with digital technology advancements. • Unpacks more than 36 key digital technology advancements, discussing what they are, how they work, and how they can be implemented across the hospitality and leisure industry. This book will be useful for advanced undergraduate and postgraduate students studying strategic management, IT, information systems, or digital business-related courses as part of degrees in hospitality and leisure management; as well as practitioners studying for professional qualifications.

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## **HOSPITALITY STRATEGIC MANAGEMENT**

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### **CONCEPTS AND CASES**

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*John Wiley and Sons* Updated to include the current models, theories, and hospitality practices, *Hospitality Strategic Management: Concept and Cases, Second Edition* is a comprehensive guide to strategic management in the international hospitality industry. Author Cathy A. Enz uses the case study approach to cover current topics such as innovation, entrepreneurship, leadership, ethics, and franchising. Eight full case studies with exhibits and documents address the areas of lodging, food service, tourism e-commerce, gaming, cruise lines, and airlines, making this book ideal for executive level training courses or hospitality industry executives interested in developing their strategic management skills.

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## **FRONT OFFICE MANAGEMENT IN HOSPITALITY LODGING OPERATIONS**

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*CreateSpace* An Instructor's Manual is available to institutions adopting the book. Please contact: [matt.casado@nau.edu](mailto:matt.casado@nau.edu) *Front Office Management in Hospitality Lodging Operations* offers comprehensive coverage of topics related to front office operations, including a review of technologies currently in use, and an array of situations students and professionals re bound to find on the job. Written with the future front office manager in mind, the book allows its users to apply its content with practical case studies presented in each chapter. It is invaluable as both an instructional guide for teachers and as a resource for, lodging professionals, offering the necessary tools to stay competitive in this advancing industry. This practical, easy-to-read text uses a straightforward approach to help solidify and apply information. - Applies a hands-on approach to completing tasks and understanding concepts. - Presents its content in a clear, friendly way instead of being overly academic. - Features operational situations and cases that are discussion-worthy, thought-provoking and challenging. - Includes a chapter in career planning to assist students with finding their post-graduation positions. Students in 4-year, 2-year, and technical hospitality programs as well as industry professionals will find this book worthwhile.

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## **HUMAN RESOURCES MANAGEMENT IN THE HOSPITALITY INDUSTRY**

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*John Wiley & Sons* This book approaches hospitality human resource (HR) management as a decision-making practice that affects the performance, quality, and legal compliance of the hospitality business as a whole. Beginning with a foundation in the hospitality industry, employment law, and HR policies, the coverage includes recruitment, training, compensation, performance appraisal, environmental and safety concerns, ethics and social responsibility, and special issues. Throughout the book, *Human Resources Management in the Hospitality Industry* focuses on the unique HR dilemmas you face in the hospitality industry.

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## **THE HEART OF HOSPITALITY**

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### **GREAT HOTEL AND RESTAURANT LEADERS SHARE THEIR SECRETS**

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*SelectBooks, Inc.* Success in today's rapidly changing hospitality industry depends on understanding the desires of guests of all ages, from seniors and boomers to the newly dominant millennial generation of travelers. Help has arrived with a compulsively-readable new standard, *The Heart of Hospitality: Great Hotel and Restaurant Leaders Share Their Secrets* by Micah Solomon, with a foreword by The Ritz-Carlton Hotel Company's president and COO Herve Humler. This up-to-the-minute resource delivers the closely guarded customer experience secrets and on-trend

customer service insights of today's top hoteliers, restaurateurs, and masters of hospitality management including: Four Seasons Chairman Isadore Sharp: How to build an unsinkable company culture Union Square Hospitality Group CEO Danny Meyer: His secrets of hiring, onboarding, training, and more Tom Colicchio (Craft Restaurants, Top Chef): How to create a customer-centric customer experience in a chef-centric restaurant Virgin Hotels CEO Raul Leal: How Virgin Hotels created its innovative, future-friendly hospitality approach Ritz-Carlton President and COO Herve Humler: How to engage today's new breed of luxury travelers Double-five-star chef and hotelier Patrick O'Connell (The Inn at Little Washington) shares the secrets of creating hospitality connections Designer David Rockwell on the secrets of building millennial-friendly restaurants and hotel spaces (W, Nobu, Andaz) that resonate with today's travelers Restaurateur Traci Des Jardins on building a "narcissism-free" hospitality culture Legendary chef Eric Ripert's principles of creating a great guest experiences, simultaneously within a single dining room. The Heart of Hospitality is a hospitality management resource like no other, put together by leading customer service expert Micah Solomon. Filled with exclusive, first-hand stories and wisdom from the top professionals in the industry, The Heart of Hospitality is an essential hospitality industry resource. As Ritz-Carlton President and COO Herve Humler says in his foreword to the book, "If you want to create and sustain a level of service so memorable that it becomes an unbeatable competitive advantage, you'll find the secrets here."

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## **HOTEL MANAGEMENT**

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Hotel management is the co-ordination and execution of all the operations of a hotel. Managing a hotel involves a variety of aspects ranging from business decisions related to budgeting, marketing and purchasing to the administration of the hotel staff in their daily tasks. Hotels are an important component of the hospitality industry and represent luxury and splendor. Each aspect of the hotel, from the rooms to the hosts to the food services, should convey a sense of warmth and hospitality. Some of the areas that fall under the umbrella of hotel management include events, catering, budgeting, security, housekeeping, sales, etc. The topics covered in this book deal with the core subjects of hotel management. It is appropriate for students seeking detailed information in this area as well as for experts.

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## **MANAGING HOTELS: NUTS & BOLTS OF HOTEL MANAGEMENT**

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*Notion Press* The Hospitality industry is perhaps one of the oldest in the world. What started by providing accommodation to travelling merchants has gradually blossomed into a global, multibillion-dollar industry. Now, more than ever, the hospitality industry has refined its offering, products, and styles to match the ever-increasing demands of millennial travelers. Today, we have specialized hotels catering to different segments of users, where experiences are tailored to the minutest detail. In this book, I have briefly touched upon the various facets of the inner working of this wondrous and complex industry. From the way technology is changing the face of how a hotel is run to luxury establishments rising up to their responsibilities and embracing sustainable initiatives, I have covered all this and more in a series of short articles. Summarizing my 45 years of experience into a book was not easy, but I have, nonetheless, made an honest attempt to keep all articles informative and engaging. My vision for this book was to create a valuable resource for those who are trying to make a mark in the hospitality industry or even those of you who crave a peek into what goes on behind the scenes of one of the smoothest running shows in the world!

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## **HANDBOOK OF HOSPITALITY STRATEGIC MANAGEMENT**

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*Routledge* Handbook of Hospitality Strategic Management provides a critical review of mainstream hospitality strategic management research topics. Internationally recognized leading researchers provide thorough reviews and discussions, reviewing strategic management research by topic, as well as illustrating how theories and concepts can be applied in the hospitality industry. This book covers all aspects of strategic management in hospitality. The depth and coverage of each topic is unprecedented. A must-read for hospitality researchers and educators, students and industry practitioners.

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## **HOTEL LAW**

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### **TRANSACTIONS, MANAGEMENT AND FRANCHISING**

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*Routledge* Hotel Law, Transactions, Management and Franchising presents a practical guide to the issues that face lawyers and industry leaders working in the hospitality field. It aims to develop the reader's understanding of the acquisition process and the complex relationships in management and franchise deals that dominate the hotel industry. This text is written primarily as a desktop reference for legal practitioners working in the hotel law field and is also suitable for students studying towards hotel and hospitality careers both at an undergraduate and law school or graduate level. The highly experienced author, contributors and editors offer insights into the industry players and their preferred positions, desired outcomes, and the potential pitfalls that can ensnare even the most well-planned deals. With broad coverage of the rapidly growing field of hospitality law—including gaming, recreation, and amenities— the book's approach examines the dominant models of hotel ownership, management and franchising, and includes independent hotels and the move towards complex resorts. The book's coverage of key legal topics ranges from real estate, to intellectual property, contracts, and finance. Hotel Law will give readers an understanding of the hospitality industry from the perspective of the transactional practitioner, while examining the multi-party relationships and agreements that develop between an owner, operator, licensor and lender.

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## REVENUE MANAGEMENT FOR THE HOSPITALITY INDUSTRY

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*John Wiley and Sons* This is the first text that has been developed specifically to examine what revenue managers in the hospitality industry must know and do to be successful. Numerous cases and practical examples are used to illustrate revenue management concepts. Chapter ending questions and problems help them perform the calculations and practice the decision-making skills that are used in the field. RM in Action shows how the revenue management principles can be clearly illustrated using real-world examples reported in various news outlets. RM on the Web offers sites listed on the Internet to provide supplemental information about a topic or issue. Revenue managers will then gain hands-on skills to effectively manage their inventories and prices.

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## TOURISM, HOTEL MANAGEMENT AND HOSPITALITY

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*Larsen and Keller Education* The tourism industry is a global industry that is concerned with the travel for business or pleasure. It may be domestic or international. The diverse industries that benefit from tourism are transportation services, hospitality services and entertainment. Hospitality services include accommodation services in hotels, motels and resorts, as well as event planning, theme parks, cruise line, transportation, etc. The management of lodging or hotels includes the management of hotel staff, upkeep of sanitation and services, sales and revenue management, guest satisfaction, customer service, etc. This textbook elucidates the concepts and innovative models around prospective developments with respect to tourism, hotel management and hospitality. The topics included herein are of utmost significance and bound to provide incredible insights to readers. This book is meant for students who are looking for an elaborate reference text on these industries.

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## HOTEL MANAGEMENT AND OPERATIONS

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*Wiley* In this updated edition, Rutherford reexamines the fundamentals of hotel management in light of the latest trends. The introductory and connective essays have been expanded and updated, and completely new sections have been added on the vital topics of today.

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## HOSPITALITY RETAIL MANAGEMENT

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*Routledge* 'Hospitality Retail Management' provides students and managers with a practical guide to managing units in hospitality retail organizations. Customers rely on a particular chain of hotels, restaurants or pubs to provide the same level of service and environment across the board. This standardised service provides the customer with the security of knowing what to expect from that particular organisation. However, this standardisation allows little room for creativity for individual managers to respond to the particular needs of their local market. There is a growing realisation that there is greater profitability if the chain can offer both standardised services across all its retail operations while at the same time allowing local managers the freedom to interpret the needs of its local market as they see fit. 'Hospitality Retail Management' shows managers and students how competitive advantage can be gained by adopting management techniques which are both 'tight and loose', and demonstrates how you can manage businesses with well-defined objectives while also allowing local managers to interpret their local market as they see fit. Conrad Lashley has done extensive consultancy with companies such as McDonalds and uses case studies from these companies to reiterate key issues throughout the text.