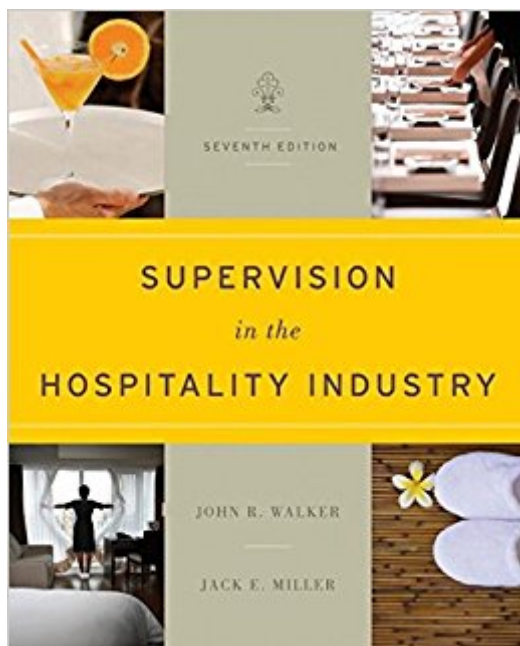


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Supervision In The Hospitality Industry



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.

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A Road Map to Being a Successful Manager in the Foodservice and Lodging Industries The hospitality industry is founded on the quality of service produced by its employees, and it is the people supervising these employees who hold the keys to the operation's success. By providing fundamental and comprehensive information on the various elements of a supervisor's role, this updated Seventh Edition of Supervision in the Hospitality Industry provides comprehensive coverage of the principles, theories, and decision-making skills required to manage a workforce to profitable results. Practical, concrete, and results-oriented, Supervision in

the Hospitality Industry, Seventh Edition spotlights real-life solutions to everyday challenges. With applicable concepts, theories, and principles, supervisors and leaders can meet the demands of today's rapidly advancing hospitality industry. Along with new industry examples, profiles, key word definitions, and web-based activities, the Seventh Edition has also been restructured into four parts: Supervision: Two new chapters on supervisory management and leadership, and new sections on supervisory communication and effective goal-setting. Equal Opportunity, Diversity, Recruiting, and Performance Standards: Expanded coverage of multiculturalism in the workplace, and added discussion of social media hiring and recruiting. Creating a Positive Work Environment: New sections on leadership behaviors, team building, training programs, and conflict in the workplace. Maintaining High Performance: A New chapter on supervisory delegation. Discover your own unique management style by mastering the basic principles and utilizing the creative problem-solving methods presented in this revamped Supervision in the Hospitality Industry, Seventh Edition.

John R. Walker, DBA, CHA, FMP, is a Fulbright Senior Specialist 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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