

Supervision In The Hospitality Industry

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Speak like a Manager: Verbs 1

A Day in the Hotel Industry

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Supervision in the Hospitality Industry, 8th Edition focuses on the different roles of employees from beginning leaders, newly promoted supervisor, or anyone planning a career in the hospitality field. A market leader, this text is widely used by thousands of students training for a career in the hospitality industry and current hospitality supervisors alike.

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This course is designed to provide students with the principles of supervision as they apply specifically to the hospitality industry. Students are prepared to juggle expectations of management, guests, employees, and governmental agencies and practice solving problems relating to these expectations.

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Hospitality management involves overseeing the daily administrative, operational and commercial tasks of businesses like hotels, resorts, restaurants etc.

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Supervision in the Hospitality Industry

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Training employees so the supervisor needs only oversee that workers are meeting the standards and then deal with unexpected events that the standing plan doesn't cover. Management by Goals (MBG) Employees jointly set goals for their departments and then plan strategies to meet or exceed the goals.