



Supervision in the Hospitality Industry with Answer Sheet (AHLEI) & Supervision in the Hospitality Industry Online Component (AHLEI) -- Access Card Package (5th Edition)

By Raphael R. Kavanaugh, Jack D. Ninemeier, American Hotel & Lodging Association

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Introduce students to the supervisory skills they'll 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.

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Editorial Review

About the Author

About the Educational Institute

We Train The Best!

The American Hotel and Lodging Educational Institute (AHLEI) is the premier source for delivering quality hospitality education, training and professional certification that serves the needs of hospitality schools and industries worldwide.

The AHLEI meets and exceed its education and training mission by providing materials for all levels of hospitality personnel via: online learning, distance learning courses, videos, seminars, textbooks, and study guides.

Professional certification from the AHLEI is the ultimate distinction of professional excellence for the hospitality industry. It certifies and validates competencies in conjunction with academia and industry experts for over 35 positions in the hospitality industry; designations from front-line to general manager, including the prestigious CHA - the Certified Hotel Administrator.

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