DESCRIPTION

This newly updated edition is a compilation of readings, divided into nine sections, each examining a specific hotel department or activity. Each topic is examined through a variety of viewpoints on the duties, responsibilities, problems, and opportunities encountered there. Multidimensional case studies, taking a practical approach, challenge readers to identify the central issues involved in complex management problems, understand the structure and resources of the department in question, and find solutions that may help in managing other hotel resources and departments.

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