Description

The second edition of *Housekeeping Management* is written from a management perspective of the executive housekeeper in the lodging industry. The overarching concept of the text spotlights three major areas of expertise required for the success of lodging professionals: management of resources, administration of assets, and knowledge of technical operations.

The text explores the role of the housekeeping department in hotel/lodging operations, and focuses mainly on the effective communication between the housekeeping, front office, and engineering and maintenance staff. This edition will have the same focus on the management- and administration-based philosophy from the 1st Edition, but with a stronger focus on the engineering aspects of housekeeping. The book will also incorporate new concepts of energy conservation and risk management to address the latest sustainability and security trends in the industry, as well as updated information on guestroom technology.

About the Author

**Matt A. Casado, EdD, CHA, CHE** is a Professor in the School of Hotel and Restaurant Management at Northern Arizona University in Flagstaff, Arizona. He is also the author of the *Food and Beverage Service Manual, Conversational Spanish for Hospitality Managers and Supervisors*, and *Conversational Spanish Grammar for the Hospitality Classroom*, published by Wiley.
NEW TO EDITION

- Updated terms and definitions
- Added discussions and practical examples
- Available new software programs
- New case studies
- Added budgeting, inventory, and cost-per-occupied room exercises for concept clarity
- New in-class exercises

FEATURES

- Written from a management perspective of the executive housekeeper in the lodging industry
- Spotlights three major areas of expertise required for the success of lodging professionals: management of resources, administration of assets, and knowledge of technical operations
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