## DESCRIPTION

*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. *Supervision* is unique in that it does not solely rely on the supervisor’s point of view; instead, it considers the viewpoints of all levels of associates to create an informed picture of management and supervision in the hospitality industry.

## ABOUT THE AUTHOR

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## RELATED RESOURCES

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**NEW TO EDITION**

- New and updated case studies have been added to the end of each chapter. Chapter 6 has the addition of brand new social media recruiting and hiring suggestions, detailing the use of LinkedIn and Instagram in the workplace.

- Coverage of diversity in the workplace has been revised and expanded in Chapter 5.

- Updated coverage on delegation, which includes sections on supervisors delegating and common mistakes in delegating.

- Now Featuring WileyPLUS Learning Space! WileyPLUS Learning Space is an easy way for students to learn, collaborate, and grow. With WileyPLUS Learning Space, students create a personalized study plan, assess progress along the way, and make deeper connections as they interact with the course material and each other.

**FEATURES**

- Focuses directly on leading human resources, especially front-line associates, and applying the wisdom of leadership theory and experience to the hard realities of the hospitality industry in down-to-earth terms.

- Enhanced with more industry examples and the addition of new key terms and concepts.

- Learning objectives have been inserted directly into the chapters to facilitate and monitor the learning process.

- An improved organizational structure, with special attention paid to chunking large sections of content into more manageable, easier-to-remember sections.

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