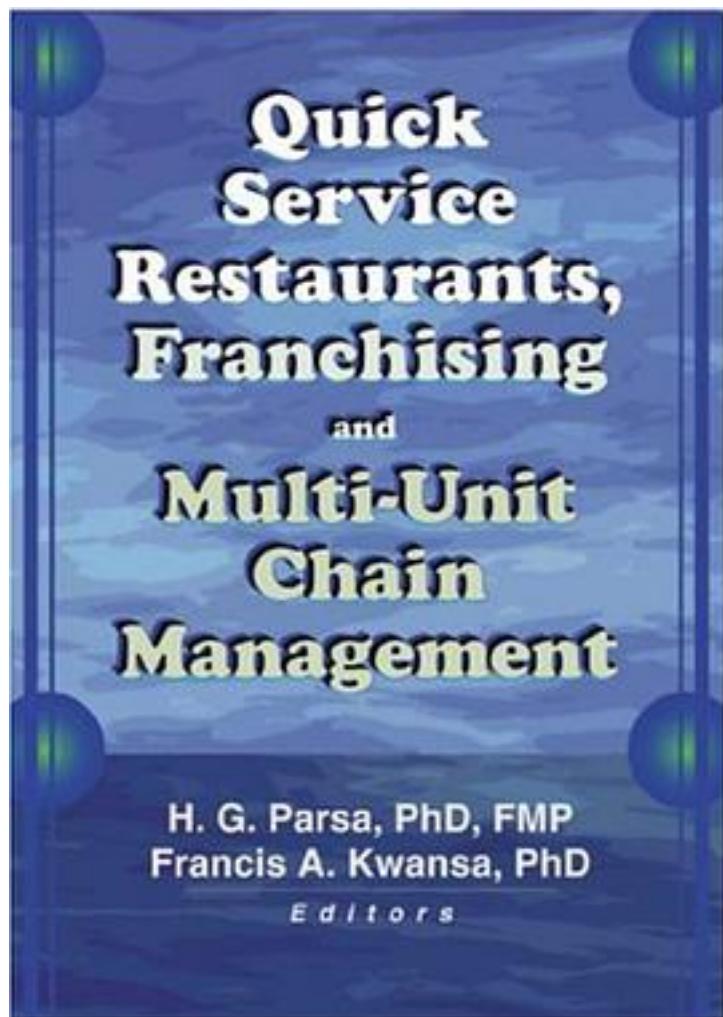


Quick Service Restaurants, Franchising, and Multi-Unit Chain Management



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Learn about new strategies to improve service, quality, and profitability for quick service restaurants! Quick Service Restaurants, Franchising, and Multi-Unit Chain Management examines a variety of issues pertaining to quick service restaurants. Quick-service restaurants (QSR) are the dominant sector of the foodservice industry and a one-hundred-billion-dollar industry. Since their inception in the 1920s, quick-service restaurants have become one of the cultural icons of America. This informative book contains vital information on: growth, change and strategy in the international foodservice industry food safety as an international problem and the formation of outreach committees to combat the challenges faced globally food consumption patterns and the driving forces that influence consumer food preferences the differences between mature and younger customers' expectations and experiences in QSRs, casual, and fine dining restaurants consumer attitudes toward airline food adding quick-service meals to airplane menus factors influencing parental patronage of QSRs a case study on how Billy Ingram, founder of White Castle restaurants, made the hamburger a staple on American menus

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