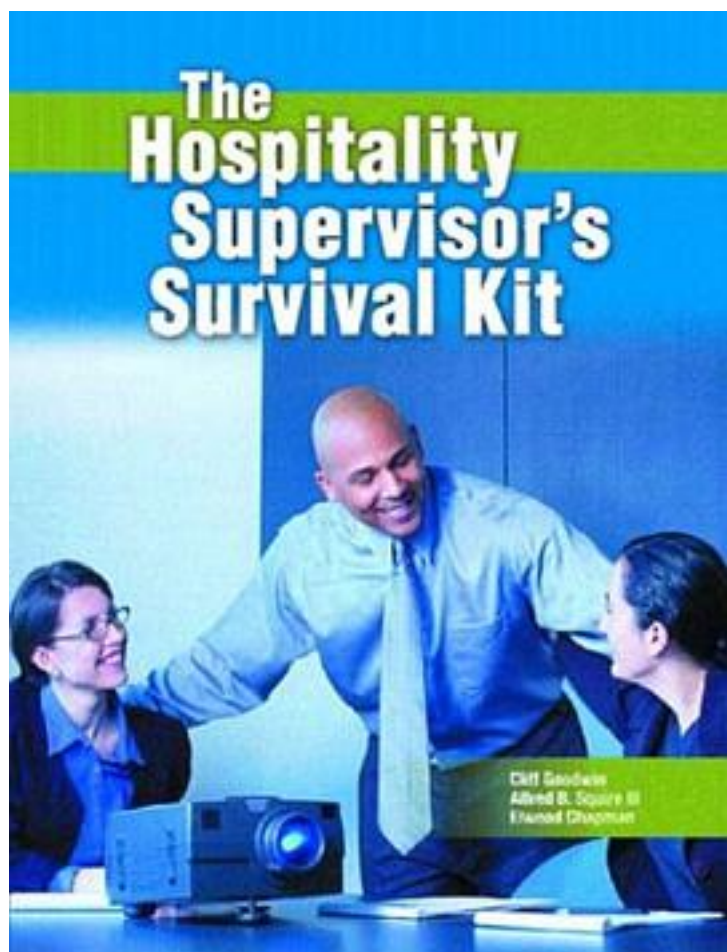


# Hospitality Supervisor's Survival Kit



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For courses introductory courses in Hospitality Management and Human Resource Management. This survival kit contains the tools needed to develop skills in human relations, labor and management relations, and customer service that are essential to

effective customer and employee management and supervision. The book is well grounded in theory, yet practical, providing many scenarios, case studies, and role-plays.

作者介绍:

目录:

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