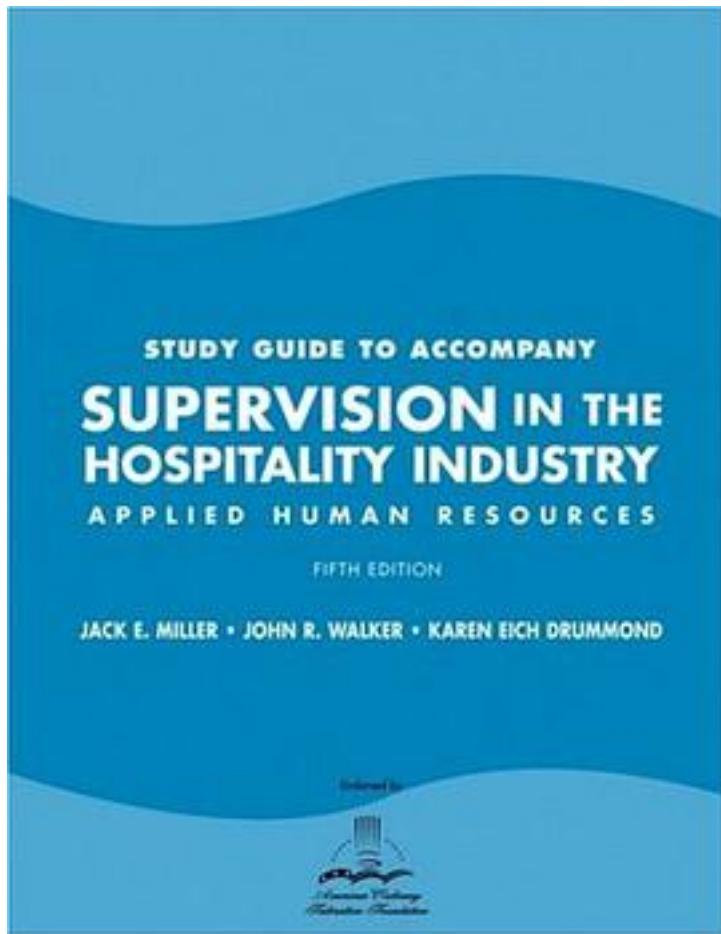


Supervision in the Hospitality Industry



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This Fifth Edition provides comprehensive coverage of the principles, theories, human relations techniques, and decision-making skills that are required to manage a workforce to profitable results. It helps managers satisfy obligations to owners,

customers, and employees while maintaining a positive work climate, developing job expectations, disciplining marginal employees, and addressing workplace diversity.

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