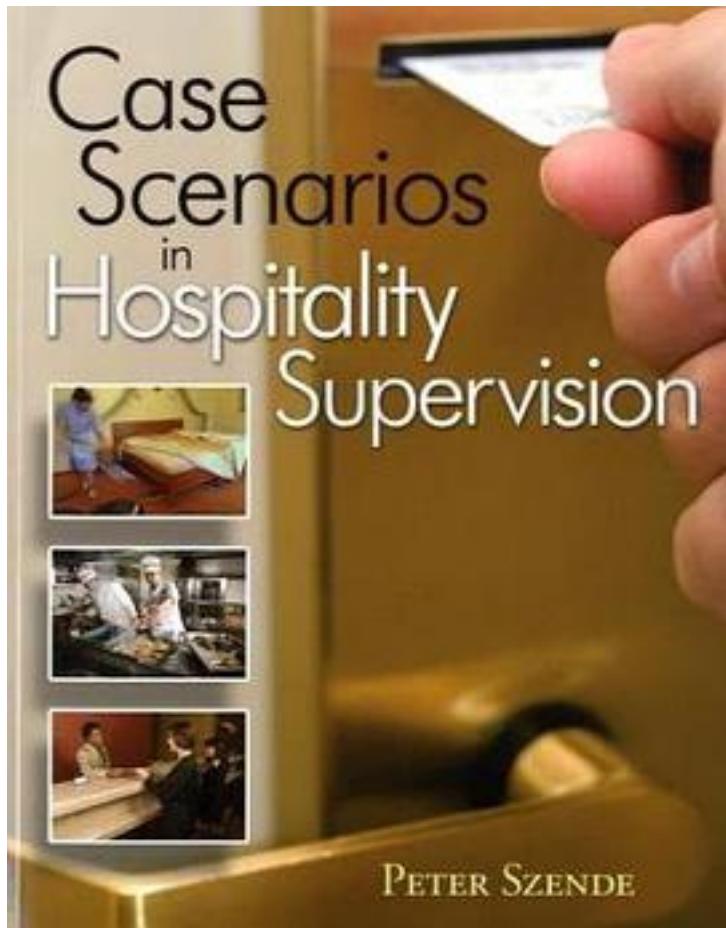


Case Scenarios In Hospitality Supervision



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CASE SCENARIOS IN HOSPITALITY SUPERVISION presents 75 vignettes depicting real-life managerial dilemmas, in the setting of the fictional Royal Hotel. The book focuses on scenarios that often happen to new managers, and particular emphasis is placed on sharpening critical thinking abilities and developing leadership skills. The

cases are based on actual situations that the author personally encountered or that are problematic for the industry at large. The cases conclude with questions for readers to consider concerning the situations they are given.

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