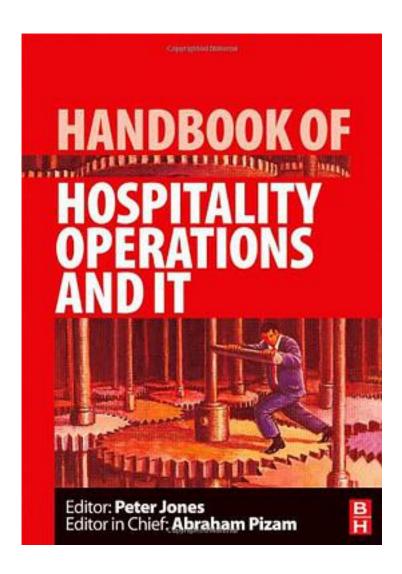
Handbook of Hospitality Operations and IT



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Handbook of Hospitality Operations and IT provides an authoritative resource for

critical reviews of research into both operations and IT management. Internationally renowned scholars provide in-depth essays and explanations of case studies, to illustrate

how practices and concepts can be applied to the hospitality industry.

The depth and coverage of each topic is unprecedented. A must-read for hospitality researchers and educators, students and industry practitioners.

- * Theories of operations management, involving the processing of materials, customers and information
- * The responsibilities of the operations manager: quality, productivity, and innovation
- * The role of the customer in operations management
- * Major aspects of operations and information management in hospitality

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