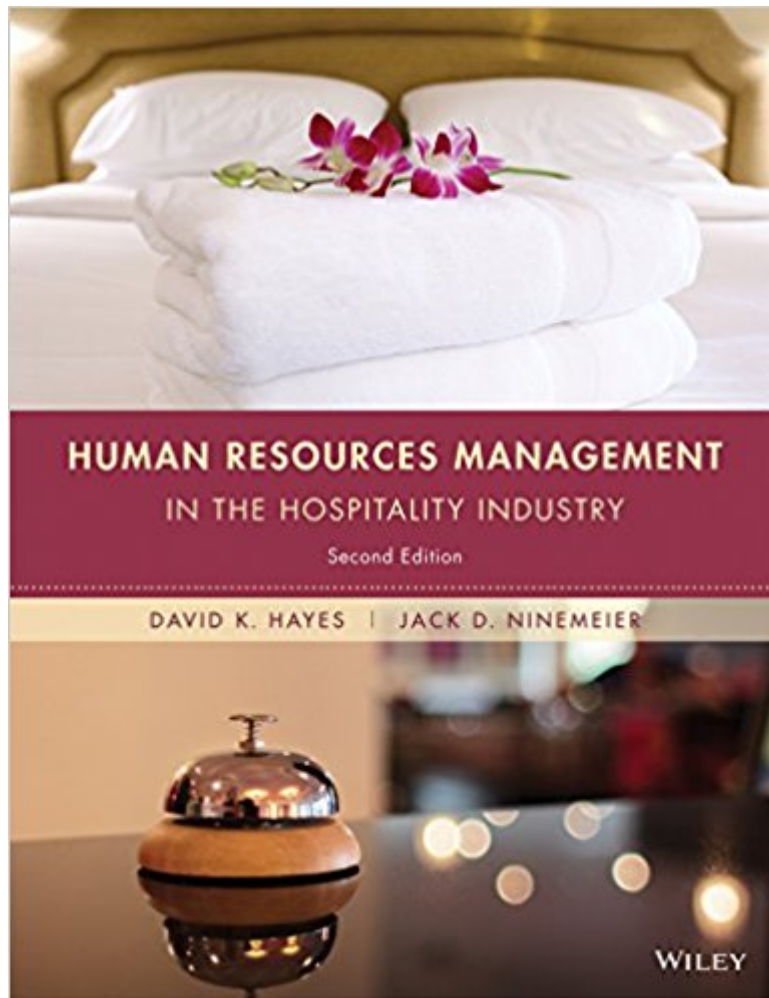




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Human Resources Management In The Hospitality Industry



Synopsis

Human Resources Management in the Hospitality Industry, 2nd Edition helps today's hospitality professional be an expert at managing many functions. In every segment of the hospitality industry, recruiting, selecting, orienting, training, and retaining outstanding staff members are always challenging tasks, but every manager must master them. Hospitality managers now need to be familiar with rising labor costs, increasing competition for quality staff, changing employees' attitudes, evolving guest expectations and a proliferation of new laws that impact human resources policies and activities.

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