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Hotel management and operations 5th edition pdf

This comprehensive textbook introduces students to the many legal issues that hotel operations face daily. The fifth edition revised the text to update and clarify the basic legal principles that govern the hospitality industry. Content includes information on "drive by" ADA lawsuits, admitting minors to hotels, overbooking, group contracts, tip compliance agreements with the IRS, and the power of law enforcement to obtain quest records. The book addresses changes in major legislation, including the Family Medical Leave Act, the Americans with Disabilities Act, and immigration laws. A new chapter explains the impact of the USA PATRIOT Act and related legislation on the hotel industry. Authors: Jack P. Jefferies, J.D., LL.M., J.S.D., Special Consultant, McDermott, Will & Emery and Banks Brown, J.D., McDermott, Will & Emery ©2010, 40 Chapters, Softbound ISBN 978-0-86612-345-7 Reviews of the previous edition "...a fantastic insight into the mechanics behind the all operational and management aspects of Food and Beverage." Ashley Shaw, House Manager, The Westbury, Mayfair, London "...great care has been given to detail, topics both current and futuristic and an overall operational view that a student can only cherish, treasure and use well into his or her career... This shall and will remain a brilliant reference..." Cyrus Todiwala, Chef Patron, Café Spice Namasté, London "...should be made compulsory reading for anyone involved in studying about, or working in food and beverage operations. I would certainly recommend this book to everyone." Carole Rodger, Senior Lecturer, Leeds Metropolitan University "Definitely a text I would recommend to become an expert in the Food and Beverage field, a brilliant book" Dipna Anand, Lecturer in Catering, West London College, Hammersmith This new fifth edition of the best-selling Food and Beverage Management has been revised and expanded to meet the needs of students and practitioners involved in a variety of levels within food and beverage management to food and beverage operations *Specially designed to support teaching and learning being divided into ten chapters, ideal for semester teaching, with each chapter having identified aim and objectives, and additional sources of information *Supported by editable PowerPoint presentations available as downloads from the publisher website at www.goodfellowpublisher.com *Written by an experienced team of authors who are recognised authorities in food and beverage operations and culinary arts. Food and Beverage Management explores all aspects of the food and beverage product as well as the management of the business. With a clear, user friendly, structure this fifth edition of Food and Beverage Management of the business. With a clear, user friendly, structure this fifth edition of Food and Beverage Management explores all aspects of the food and Beverage Management of the business. With a clear, user friendly, structure this fifth edition of Food and Beverage Management explores all aspects of the food and Beverage Management explo supporting in-company training programmes. The book also provides a sound basis on which to extend to higher level studies. Publication May 2019 Please note: the next edition of this title is being combined with Introduction to Hospitality, 7/e and will be available for spring 2020 in Introduction to Hospitality, 8/e. For courses in Introduction to Hospitality and Hospitality Management. This package includes MyHospitality Lab®. Prepare students to succeed in hospitality management, 5/e, gives an in-depth overview of both hospitality and management. The text is organized into five sections, with six chapters devoted to management. hospitality and lodging; beverages, restaurants, and management; managerial areas of the hospitality industry. Each section includes real-world profiles, first-hand accounts, and engaging case studies to help readers connect with the material and foster an appreciation of the industry's unique enthusiasm and passion. New photos, page layouts, and hands-on examples that help students understand the how-to aspects of today's hospitality industry. Updated to reflect today's trends and realities, the Fifth Edition contains new coverage of spas, updated and new corporate profiles, salary information, hospitality-related technologies, and more! Personalize learning with MyHospitalityLab MyHospitalityLab is an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts. To help students explore the hospitality industry, MyHospitality exist. No portion of this material may be reproduced, in any form or by any means, without permission in writing from the publisher. Personalize learning with MyHospitalityLab® MyHos understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts. To help students explore the hospitality & Tourism Interactive (HTi), and real case studies written by industry leaders. Takes students on a fun, realistic tour of hospitality with Hospitality and Tourism Interactive (HTI). HTI is an innovative, interactive application that allows students to explore the exciting world of the hospitality and Ieadership skills. HTI is an innovative, interactive application that allows students can gain practical experience in developing customer service, service quality, and leadership skills. HTI is an innovative, interactive application that allows students to explore the exciting world of the hospitality and Tourism Interactive (HTI). Students will meet characters (avatars) who will share information about their job and their career and give activities, students progress through the characters in each learning module and are rewarded by unlocking new characters and activities. Accompanying multiple-choice questions are easy to assign, automatically feed to the gradebook, and help you track student mastery of learning goals. NEW: Improves critical-thinking skills with new assignable, each case is accompanied by questions to spur critical thinking. Assign these for students to complete before coming to class for a grade, or to prepare for a deeper and more meaningful class discussion. Cases include: Hospitality & Tourism Careers University Food Production Leadership - The Vision Hotel Helps each student learn through personalized study. Dynamic Study Modules help students complete a set of questions with a unique answer format that also asks them to indicate their confidence level. Questions repeat until the student can answer them all correctly and confidently. Once completed, Dynamic Study Modules explain the concept using materials from the text. These are available as graded assignments prior to class, and accessible on smartphones, tablets, and computers. NEW: Prepares students get specific, automatic feedback to help improve their performance prior to coming to class while instructors get an accurate view of their students' knowledge level of the chapter before they come to class. These homework assignments are pre-built with automatic grade tracking. Flips the classroom with Flash Cards and Lecture Note Presentations. To help you flip the classroom, Flash Cards and Lecture Note presentations allow students to learn foundational material before coming to class, freeing up class time to delve into activities and discussions that promote real-world application. Assesses students' mastery with Chapter Tests. Auto-graded Chapter Tests in MyHospitalityLab assess students' mastery of chapter learning outcomes, and save instructors time. Additional assessment questions are also available to instructors in the Test Bank. Introduction to Hospitality Management: Helps students prepare to succeed in any area of the hospitality industry, includes thorough coverage of all segments of the industry, including tourism, lodging, restaurants, managed services, recreation, theme parks, clubs, gaming, assemblies, event management, and more. UPDATED: Helps students link concepts and theory to real-world practice. Illuminates many topics with current case studies based on industry scenarios. A new case study is included for each chapter and updated questions are available via MyHospitalityLab. (Ex. Chapter 3, Overbooked: The Housekeeping Perspective) Illuminates the experience of working in the field. UPDATED: Introducing... and A Day in the Life of... features introduce students to industry practitioners' careers, the issues and challenges they encounter, and their achievements and contributions. (Ex. Chapter 1) UPDATED: Focus on... boxes offer insights from leading academicians, educators, and industry experts who link the text's concepts to real-world applications. A new Focus on Development by Dr. Chad Gruhl of Metropolitan State University of Denver appears in Chapter 2. NEW: How To... features highlight and examine an essential function or issue within the hospitality industry. (Ex. How to Get a Step Ahead in the Industry, Chapter 1) NEW: Technology Spotlights focus on a wide variety of technology UPDATED: Sustainability sections reflect the major trend toward green and sustainable practices. Helps students understand the industry's tradition, history, and culture. Provides solid historical context via Hospitality through the Ages coverage. Offers information in most chapters to help students link what they are learning to specific careers and illustrate potential career opportunities. Gives students insight into the impact of globalization on the hospitality industry. Helps students recognize global linkages and growing international opportunities in all areas of the field. Provides accessible and engaging, current, and relevant. Updates include: UPDATED: The Trends section of each chapter includesnew insights by Dr. Greg Dunn to provide an up-to-date picture of factors currently shaping the future of that segment of the salaries figure (Chapter 1). UPDATED/NEW: Extension of the timeline beyond the year 2000, plus the addition of new hotels by price segment (Chapter 2). NEW: A new section on Spas added to Chapter 3 addresses the increasing popularity of spas with hotel guests and the related demands faced in providing this service. UPDATED: Reduction of The Restaurant Business chapter by removing material related to developing a restaurant (Chapter 6). Encourages deeper web-based exploration. Contains Internet Exercises in each chapter for students to research. Gets students quickly up-to-speed with industry terminology. Boldfaces keywords and concepts in text, lists them at the end of each chapter, and defines them in a comprehensive glossary. Supports easy, effective, and timely review. Contains Check Your Knowledge questions throughout the text, as well as Apply Your Knowledge questions, Suggested Activities, and end-of-chapter Review Questions and Summaries. NEW: A Learning Objective at the beginning of each major section helps focus students in their reading and study. UPDATED: End-of-chapter Summaries correspond to chapter Learning Objectives. Personalize learning with MyHospitalityLab® MyHospitalityLab® MyHospitalityLab is an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts. To help students explore the hospitality industry, MyHospitality industry, MyHospitality and real case studies written by industry leaders. Takes students on a fun, realistic tour of hospitality with Hospitality and Tourism Interactive (HTI), and real case studies written by industry, myHospitality and realistic tour of hospitality and Tourism Interactive (HTI), and realistic tour of hospitality and Tourism Interactive (HTI). exciting world of the hospitality industry in a simulated environment. Through activity-based learning, students will meet characters (avatars) who will share information about their job and their career and give activities to complete. Upon completion of the activities, students are given a score that represents their knowledge of that particular learning module and activities. Accompanying multiple-choice questions are easy to assign, automatically feed to the gradebook, and help you track student mastery of learning goals. NEW: Improves critical-thinking skills with new assignable, each case is accompanied by questions to spur critical thinking. Assign these for students to complete before coming to class for a grade, or to prepare for a deeper and more meaningful class discussion. Suggested answers for each case are available to instructors to support grading and classroom discussion. Cases include: Hospitality & Tourism Careers University Food Production Leadership - The Vision Hotel Helps each student learn through personalized study. Dynamic Study Modules help students study effectively on their own by continuously assessing their activity and performance in real time. Here's how it works: students complete a set of questions with a unique answer them all correctly and confidently. Once completed, Dynamic Study Modules explain the concept using materials from the text. These are available as graded assignments prior to class, and accessible on smartphones, tablets, and computers. 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Chapter 3, Overbooked: The Housekeeping Perspective) Illuminates the experience of working in the field. Introducing... and A Day in the Life of... features introduce students to industry practitioners' careers, the issues and challenges they encounter, and their achievements and contributions. (Ex. Chapter 1) Focus on... boxes offer insights from leading academicians, educators, and industry experts who link the text's concepts to real-world applications. A new Focus on Development by Dr. Chad Gruhl of Metropolitan State University of Denver appears in Chapter 1) Technology Spotlights focus on a wide variety of technological processes, systems, and products used within the hospitality industry. (ex. Chapter 3, Hotel Information Technology) Sustainabile practices to timely content. Includes current facts, figures, new photos, and new page layouts to make the book more engaging, current, and relevant. Updates include: The Trends section of each chapter includesnew insights by Dr. Greg Dunn to provide an up-to-date picture of factors currently shaping the future of that segment of the industry. A new section on hospitality in the twenty-first century, and an update of the salaries figure (Chapter 1). Extension of the timeline beyond the year 2000, plus the addition of new hotels by price segment (Chapter 2). A new section on Spas added to Chapter 3 addresses the increasing popularity of spas with hotel guests and the related demands faced in providing this service. Reduction of The Restaurant Business chapter by removing material related to developing a restaurant (Chapter 2). A new section on Spas added to Chapter 3 addresses the increasing popularity of spas with hotel guests and the related demands faced in providing this service. Contains Check Your Knowledge questions throughout the text, as well as Apply Your Knowledge questions, Suggested Activities, and end-of-chapter Review Questions and Summaries correspond to chapter Learning Objectives. PART I: INTRODUCING HOSPITALITY AND LODGING 1. Introducing Hospitality 2. The Hotel Business 3. Rooms Division 4. Food and Beverage PART II: BEVERAGES, RESTAURANTS, AND MANAGED SERVICES 5. Beverages 6. The Restaurant Business 7. Restaurant Management 8. Managed Services PART III: TOURISM, RECREATION, ATTRACTIONS, CLUBS AND GAMING 9. Tourism 10. Recreation, Attractions, and Clubs 11. Gaming Entertainment PART IV: ASSEMBLIES, EVENTS, ATTRACTIONS, Leadership and Management Part V: MANAGERIAL AREAS OF THE HOSPITALITY INDUSTRY 15. Planning 16. Organizing 17. Communication and Decision Making 18. 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