170 Hotel Management Training Tutorials Practical Training Guide For Professional Hoteliers Hospitality Students

For Introduction to Hospitality courses Empower tomorrow's hospitality leaders with a visually appealing, easy, and engaging introduction to the exciting opportunities in the many varied segments of the industry Exploring the Hospitality Industry helps students advance in their careers by giving them a broad foundation of hospitality industry knowledge presented in a lively, visually appealing manner using engaging features to facilitate the learning process. Less theoretical and more industry-relevant than most texts in the field, it emphasizes the people, companies, and positions that make up the hospitality industry today. Moving beyond just restaurants and hotels to cover all facets and segments of the industry, it includes new growth areas such as event management, meeting planning, cruising, theme parks, and gaming entertainment. The focus on sustainability features case studies on practitioners and corporations that engage and involve reads as they explore the trends in this ever-growing field. Also available with MyHospitalityLab® MyHospitalityLab not included. Students, if MyHospitalityLab is a

recommended/mandatory component of the course, please ask your instructor for the correct ISBN and course ID. MyHospitalityLab should only be purchased when required by an instructor. Instructors, contact your Pearson representative for more information. This title is also available with MyHospitalityLab—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, MyHospitalityLab includes industry-specific simulations from Hospitality & Tourism Interactive (HTi), and real case studies written by industry leaders.

In the coming years, escalating retirement and turnover rates among community college administrators and faculty will decidedly create a void for professionals in the workforce development field. Using this book as your field guide, you can expand your range of knowledge and skills, enhancing local institutional and program experience to better respond to local workforce needs. Professional Waiter & Waitress Training Manual with 101 SOP, 1st edition is a self-study practical food & beverage training guide for all Food and Beverage

professionals, either who are working in the hotel or restaurant industry or novice ones who want to learn the basic skills of professional restaurant service to accomplish a fast track, lavish career in hospitality industry. http: //www.hospitality-school.com, world's most popular free hotel & restaurant management training blog combines 101 most useful industry standard restaurant service standard operating procedures (SOP) in this manual that will help you to learn all the basic F& B Service skills, step by step. This training manual will enable readers to develop basic service skills that will be required to handle guests at different situations and at the same time enlighten you with high quality service skills that will ensure better service, tips and repeat business. Professional Waiter & Waitress Training Manual with 101 SOP, 1st edition is a great learning tool for novice hospitality students and also a useful reference material for expert hoteliers. This manual will be a helpful practical resource for both - those working at 5 start hotel or those at small restaurant. We have made this manual concise and to the point so that you don't need to read boring texts. This book will solve most the fears that a waiter or waitress has to face every day

The objective of this textbook is to teach students to be conversational in speaking "numbers." This means understanding fundamental accounting concepts, developing solid financial analysis abilities,

and then applying them to understand and improve the operational performance of their hotel or restaurant. The book will accomplish this by studying the current practices of some of today's leading hotel and restaurant companies. Chapters will be developed under the auspices of a select group of hospitality industry General Mangers, Directors of Finance, and Regional Accounting Managers to ensure that the information is current, accurate and useful. Understanding and applying the information will be the main focus of this book. This textbook should provide hospitality managers the knowledge and experience to be comfortable in using numbers to operate their departments. This includes developing the ability to perform all accounting and financial aspects of their position efficiently and correctly including revenue forecasting, wage scheduling, budgeting, P&L critiques, purchasing procedures and cost control methods. As a result, they will have more time to spend on the floor with their customers and employees. This knowledge will help them understand their operations and how to improve, change or expand them to increase revenues or profits.

The Theory and Practice of Revenue Management is a book that comprehensively covers theory and practice of the entire field, including both quantity and price-based RM, as well as significant coverage of supporting topics such as forecasting and

economics. The authors believe such a comprehensive approach is necessary to fully understand the subject. A central objective of the book is to unify the various forms of RM and to link them closely to each other and to the supporting fields of statistics and economics. Nevertheless, the topics and coverage do reflect choices about what is important to understand RM. Hence, the bookâs purpose is to provide a comprehensive, accessible synthesis of the state of the art in Revenue Management.

The Regulatory Technology Handbook The transformational potential of RegTech has been confirmed in recent years with US$1.2 billion invested in start-ups (2017) and an expected additional spending of US$100 billion by 2020. Regulatory technology will not only provide efficiency gains for compliance and reporting functions, it will radically change market structure and supervision. This book, the first of its kind, is providing a comprehensive and invaluable source of information aimed at corporates, regulators, compliance professionals, start-ups and policy makers. The REGTECH Book brings into a single volume the curated industry expertise delivered by subject matter experts. It serves as a single reference point to understand the RegTech eco-system and its impact on the industry. Readers will learn foundational notions such as: • The economic

impact of digitization and datafication of regulation • How new technologies (Artificial Intelligence, Blockchain) are applied to compliance • Business use cases of RegTech for cost-reduction and new product origination • The future regulatory landscape affecting financial institutions, technology companies and other industries Edited by world-class academics and written by compliance professionals, regulators, entrepreneurs and business leaders, the RegTech Book represents an invaluable resource that paves the way for 21st century regulatory innovation.

Hospitality Career Opportunities: Learn Secrets to Get Jobs in Hotel, Restaurant and Cruise Industry is undoubtedly the BEST Job training manual in the market written only for hospitality management students & workers. This book provides solid information about a variety of careers within the hospitality industry and includes training and education requirements, salary statistics, and professional and Internet resources. You may wonder why I am claiming this manual as the BEST HOTEL and RESTAURANT MANAGEMENT JOB TRAINING GUIDE. Simply because of these following unique features that this book provides: Exclusive List of questions that are asked in Hotel & Restaurant Job Interviews. Most complete & updated list of Hotel, Restaurant & Cruise Industry related web sites, Official career pages, and relevant social

networking links for getting Jobs. Detail instructions on how to prepare hospitality industry standard resume, cover letter, thank you letter and many more. Detail descriptions on all proven job hunting strategies. Complete guideline on how to manage both advertised and non-advertised jobs. Detail instructions on how to manage jobs through online resources. Expert Career advice for career advancement. Updated industry Information like latest hiring trends and current salary etc. Covers various carrier options available in hotel, restaurant, cruise ships, airlines etc.

A practical resource for managers and supervisors in hospitality businesses In many hospitality establishments, one manager or supervisor is the entire human resources department, making all the hiring and training decisions, often without having a formal human resources background. Filling this knowledge gap, Hospitality Employee Management and Supervision provides both busy professionals and students with a one-stop comprehensive guide to human resources in the hospitality industry. Rather than taking a theoretical approach, this text provides a hands-on, practical, and applications-based approach. The coverage is divided into four sections: legal considerations, employee selection, employee orientation and training, and communication and motivation. Each chapter in this lively and engaging text features:

Quotations--Various practitioners in the hospitality industry highlight the chapter's focus Chapter Objectives and Summaries lay out key concepts and then, at the end of each chapter, review them HRM in Action features highlight real-world HRM experiences that relate to the content presented in each chapter Tales from the Field--Hospitality employees provide accounts of the various challenges they face in the industry Ethical Dilemmas--Scenarios from the hospitality industry which emphasize the role ethics plays in every aspect of the hospitality industry Practice Quizzes and Chapter Review Questions reinforce student comprehension of key concepts Hands-On HRM--Mini-cases based on real-world situations with discussion questions Chapter Key Terms--Bolded within the chapter and then listed at the end of each chapter with definitions

Front Office or Front Desk of a hotel is the most important place. It is treated as the nerve center or brain or mirror of the hotel. The first hotel employees who come into contact with most guests when they arrive are members of the front office. These people are mostly visible and assumed mostly knowledgeable about the hotel. Hotel Front Office Training Manual with 231 SOP, 1st edition comes out as a comprehensive collection of some must read hotel, restaurant and motel front office management Standard Operating Procedures (SOP)

and tutorials written by http: //www.hospitality-school.com writing team. All contents of this manual are the product of Years of Experience, Suggestions and corrections. Efforts have been made to make this manual as complete as possible. This manual was made intended for you to serve as guide. Your task is to familiarize with the contents of this manual and apply it on your daily duties at all times. Following a successful debut edition, this new Second Edition of Managerial Accounting for the Hospitality Industry builds on its strengths of clear organization and the ease with which students work through it. This new edition includes more basic math support for students and a more developed inclusion of ethical considerations and global changes both in accounting systems and in the hospitality industry.

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. For courses in Hospitality Marketing, Tourism Marketing, Restaurant Marketing, or Hotel Marketing. Marketing for Hospitality and Tourism, 7/e is the definitive source for hospitality marketing. Taking an integrative approach, this highly visual, four-color book discusses hospitality marketing from a team perspective, examining each hospitality department and its role in the marketing mechanism. These best-selling authors are known as leading

marketing educators and their book, a global phenomenon, is the leading resource on hospitality and tourism marketing. The Seventh Edition of this popular book includes new and updated coverage of social media, destination tourism and other current industry trends, authentic industry cases, and hands-on application activities.

Prepare future hotel general managers to efficiently supervise and run a midsize full-service hotel. Hotel Operations Management provides an up-to-date and comprehensive examination of all aspects of hotel administration from the viewpoint of the hotel general manager. Detailed information addresses the operating departments of a full-service hotel: Human Resources; Controller; The Front Office; Housekeeping; Food and Beverage; Safety and Property Security; Sales and Marketing; Accounting; and Facility Engineering and Maintenance. In-depth discussions highlight the importance of human resources in the labor-intensive hotel industry, franchising and contract management of properties in an ever-decreasing "Mom and Pop" segment, and hotel management in a global environment. Updated throughout to ensure that readers have the latest information, the Third Edition also includes new case studies, an entirely new chapter on guest services, and new end-of-chapter questions. This accurate book will give prospective hotel managers insight into all of the procedures effective managers use to

ensure their hotel¿'s--and their own--success. Success as a restaurant manager is a constant quest to level up your game and your team-without sacrificing your sanity along the way. In October 1985, at age twenty-seven, Danny Meyer, with a good idea and scant experience, opened what would become one of New York City's most revered restaurants—Union Square Cafe. Little more than twenty years later, Danny is the CEO of one of the world's most dynamic restaurant organizations, which includes eleven unique dining establishments, each at the top of its game. How has he done it? How has he consistently beaten the odds and set the competitive bar in one of the toughest trades around? In this landmark book, Danny shares the lessons he's learned while developing the winning recipe for doing the business he calls "enlightened hospitality." This innovative philosophy emphasizes putting the power of hospitality to work in a new and counterintuitive way: The first and most important application of hospitality is to the people who work for you, and then, in descending order of priority, to the guests, the community, the suppliers, and the investors. This way of prioritizing stands the more traditional business models on their heads, but Danny considers it the foundation of every success that he and his restaurants have achieved. Some of Danny's other insights: Hospitality is present when something happens for you. It is absent when

something happens to you. These two simple concepts—for and to—express it all. Context, context, context, trumps the outdated location, location, location. Shared ownership develops when guests talk about a restaurant as if it's theirs. That sense of affiliation builds trust and invariably leads to repeat business. Err on the side of generosity: You get more by first giving more. Wherever your center lies, know it, name it, believe in it. When you cede your core values to someone else, it's time to quit. Full of behind-the-scenes history on the creation of Danny's most famous restaurants and the anecdotes, advice, and lessons he has accumulated on his long and ecstatic journey to the top of the American restaurant scene, Setting the Table is a treasure trove of innovative insights that are applicable to any business or organization.

A new edition of the most popular book of project management case studies, expanded to include more than 100 cases plus a "super case" on the Iridium Project Case studies are an important part of project management education and training. This Fourth Edition of Harold Kerzner's Project Management Case Studies features a number of new cases covering value measurement in project management. Also included is the well-received "super case," which covers all aspects of project management and may be used as a capstone for a course. This new edition: Contains 100-plus case

studies drawn from real companies to illustrate both successful and poor implementation of project management Represents a wide range of industries, including medical and pharmaceutical, aerospace, manufacturing, automotive, finance and banking, and telecommunications Covers cutting-edge areas of construction and international project management plus a "super case" on the Iridium Project, covering all aspects of project management Follows and supports preparation for the Project Management Professional (PMP®) Certification Exam Project Management Case Studies, Fourth Edition is a valuable resource for students, as well as practicing engineers and managers, and can be used on its own or with the new Eleventh Edition of Harold Kerzner's landmark reference, Project Management: A Systems Approach to Planning, Scheduling, and Controlling. (PMP and Project Management Professional are registered marks of the Project Management Institute, Inc.)
Principles of Management is designed to meet the scope and sequence requirements of the introductory course on management. This is a traditional approach to management using the leading, planning, organizing, and controlling approach. Management is a broad business discipline, and the Principles of Management course covers many management areas such as human resource management and strategic management,

as well behavioral areas such as motivation. No one individual can be an expert in all areas of management, so an additional benefit of this text is that specialists in a variety of areas have authored individual chapters.

Think a welcoming smile and an outgoing personality are all one needs to succeed in hospitality and tourism? Guess again. Hard work, preparation, and training are necessary as well. What isn't required is a four-year college degree. Learning and hands-on training for hospitality and tourism careers can start in high school, and continue after graduation through vocational education and certification. This book prepares readers for work as chefs, hotel desk clerks, adventure tour guides, and so much more. Practical training manual for professional hoteliers and hospitality students.

This Second Edition has been updated to include a brand new chapter on yield management, plus a human resources chapter refocused to cover current trends in training, employee empowerment, and reducing turnover. In addition, you'll discover how to increase efficiency with today's hospitality technology--from electronic lock to front office equipment.

A must-have book for thirty years, and now in its sixth edition, Cookery for the Hospitality Industry remains Australia's most trusted and reliable reference for commercial cookery students,

apprentice chefs and those studying vocational courses in schools. It covers the essential skills, methods and principles of cookery as well as the core competencies listed within the Australian National Training Package for Commercial Cookery. This book provides trade apprentices and commercial cookery students with everything they need to know to achieve trade status and more. It is the only textbook that genuinely addresses the needs of Australian students by covering Australian qualifications and reflecting Australian conditions, ingredients and our unique cuisine.

The success of every business in the hospitality industry depends on maximizing revenues and minimizing costs. This Ninth Edition continues its time-tested presentation of fundamental concepts and analytical techniques that are essential to taking control of real-world accounting systems, evaluating current and past operations, and effectively managing finances toward increased profits. It offers hands-on coverage of computer applications and practical decision-making skills to successfully prepare readers for the increasingly complex and competitive hospitality industry.

Accompanying DVD contains videos & PowerPoint presentations on different aspects of hotel houskeeping . Housekeeping maybe defined as the provision of clean comfortable and safe environment. Housekeeping is an operational department of the hotel. It is responsible for

cleanliness, maintenance, aesthetic upkeep of rooms, public areas, back areas and surroundings. Housekeeping Department – is the backbone of a hotel. It is in fact the biggest department of the hotel organization. Hotel Housekeeping Training Manual with 150 SOP, 1st edition comes out as a comprehensive collection of some must read hotel & restaurant housekeeping management training tutorials written by http://www.hospitality-school.com writing team. All contents of this manual are the product of Years of Experience, Suggestions and corrections. Efforts have been made to make this manual as complete as possible. This manual was made intended for you to serve as guide. Your task is to familiarize with the contents of this manual and apply it on your daily duties at all times. Our motto behind writing this book is not to replace outstanding text books on housekeeping operation of hospitality industry rather add something that readers will find more practical and interesting to read. This training manual is ideal for both students and professional hoteliers and restaurateurs who are associated with hospitality industry which is one of the most interesting, dynamic, and exciting industries in the world.We would like to wish all the very best to all our readers. Very soon our training manuals, covering various segments of hotel & restaurant industry will come out. Keep visiting our blog hospitality-school.com to get free tutorials regularly.

This basic practical volume provides readers with the tools to become more confident, effective and service oriented employees. The training program is designed to

empower readers with the communication and cross-cultural leadership skills—using industry specific vocabulary, key cultural differences, and team building tips—necessary to be successful working in an organization with a diverse staff so they can provide their guests with excellent service.The author provides a complete examination of the front office, employees and guests, the family and work personnel, rapport building phases, housekeeping, laundry, catering/banquet and engineering departments, the restaurant, the kitchen, entrees and produce and the bar, beverages and service station. For individuals in the hospitality and food/beverage service industry.

The updated 2020 edition of the popular step-by-step tutorial for Revit Architecture Shortly after its first publication, Autodesk Revit for Architecture: No Experience Required quickly became the market-leading, real-world guide for learning and building with Revit—the powerful and sophisticated Building Information Modeling (BIM) software used by professionals the world over. Fully updated for Revit 2020, this popular, user-friendly book helps you learn the Revit interface, understand the fundamental concepts and features of the software, and design, document, and present a 3D BIM project. A continuous, step-by-step tutorial guides you through every phase of the project: from placing walls, doors, windows, structural elements, dimensions, and text, to generating documentation, advanced detailing, site grading, construction scheduling, material takeoffs, and much more. Updated and revised to include new content, this invaluable guide

covers all the fundamental skills every Revit user needs. Whether used as a complete, start-to-finish lesson or as a quick-reference for unfamiliar tasks, this book will help you: Learn each phase of designing, documenting, and presenting a four-story office building using a simple yet engaging continuous tutorial Follow the tutorial sequentially or jump to any chapter by downloading the project files from the Sybex website Use the start-to-finish tutorial project as a reference for your own real-world projects and to develop a powerful Revit skillset Gain thorough knowledge of Revit's essential concepts and features to make the move from 2D drafting to 3D building information modeling Get up to speed with advanced features, including new coverage of advanced walls, families, sites, topography, and more Autodesk Revit 2020 for Architecture No Experience Required is the go-to guide for both professionals and students seeking to learn Revit's essential functions quickly and effectively, to understand real workplace projects, processes, and workflows, and to set the stage for continuing on to more advanced skills.

A comprehensive guide to managing human resources in the hospitality industry Managing human resources in the hospitality industry presents special challenges, including highly diverse employee backgrounds and roles, an ever-present focus on guest services, and organizational structures that often diverge from generic corporate models. By making such industry-specific concerns the cornerstone of its approach, "Human Resources Management in the Hospitality Industry" provides the definitive guide to successfully employing people in a

hospitality organization. The book approaches hospitality human resource (HR) management as a decision-making practice that affects the performance, quality, and legal compliance of the hospitality business as a whole. Beginning with a foundation in the hospitality industry, employment law, and HR policies, the coverage includes recruitment, training, compensation, performance appraisal, environmental and safety concerns, ethics and social responsibility, and special issues. Throughout the book, "Human Resources Management in the Hospitality Industry" focuses on unique HR dilemmas faced by managers in the hospitality industry, including: Understanding the needs of a broad employee group, from hourly workers with tip credit eligibility questions to high-level accountants ensuring Sarbanes-Oxley compliance How hospitality managers who must act as one-person HR departments can make effective decisions and understand the consequences to themselves, their workers, and employers Working with labor unions in the hospitality industry using the labor-related legislation that affects the industry Managing employees in a global hospitality enterprise Practical and realistic case studies and numerous examples from various hospitality operations bring the material alive. Internet activities, learning objectives, "It's the Law" features, current events discussions, review questions, and other important features also help create a dynamic learning experience for readers. Written by two authors experienced in both hospitality management and education, "Human Resources Management in the Hospitality Industry"

represents the most comprehensive, technically accurate, and valuable resource available on the topic. 170 Hotel Management Training TutorialsPractical Training Guide for Professional Hoteliers & Hospitality StudentsCreatespace Independent Publishing Platform Strategic Management for Tourism, Hospitality and Events is the must-have text for students approaching this subject for the first time. It introduces students to fundamental strategic management principles in a Tourism, Hospitality and Events context and brings theory to life by integrating a host of industry-based case studies and examples throughout. Among the new features and topics included in this edition are: Extended coverage to Hospitality and Events to reflect the increasing need and importance of a combined sector approach to strategy New international Tourism, Hospitality and Events case studies from both SME's and large-scale businesses are integrated throughout to show applications of strategic management theory, such as objectives, products and markets and strategic implementation. Longer combined sector case studies are also included at the end of the book for seminar work. New content on emerging strategic issues affecting the tourism ,hospitality and events industries, such as innovation, employment, culture and sustainability Web Support for tutors and students providing explanation and guidelines for instructors on how to use the textbook and case studies, additional exercises, case studies and video links for students. This book is written in an accessible and engaging style and structured logically with useful features throughout to aid students' learning

and understanding. This book is an essential resource to Tourism, Hospitality and Events students.

Professional Spoken English for Hotel & Restaurant Workers, 1st edition is a self-study practical Spoken English training guide for all nonnative English speaking hotel, restaurant, casino workers and hospitality student who want to accomplish a fast track, lavish career in hospitality industry. www.hospitality-school.com, world's most popular free hotel & restaurant management training blog publishes this book with an aim that after going through this book, a reader will be able to use the language for communication in different day to day life situation in any part of hospitality sector – both orally and written. The book on "Professional Spoken English for Hotel & Restaurant Workers", 1st edition consists of the subjects that will enable the readers to learn English for the practical usage and at the same time, they will get exposure to the real life experience in different fields related to their current & future job. The language used is very smooth, easy and effortless that anyone using the book will definitely be benefited by using this.The book covers most of the situations someone needs to use English in his job with hotel, restaurants, kitchen, front office, travel agency, tour operator's office, etc. The book will help to improve all communications for the users.

A guide for individuals and organizations navigating the complex and ambiguous Future of Work Foreword by New York Times columnist and best-selling author Thomas L. Friedman Technology is changing work as we know it. Cultural norms are undergoing tectonic shifts. A global pandemic proves that we are inextricably connected whether we choose to be or not. So much change, so quickly, is disorienting. It's undermining our sense of identity and challenging our ability to adapt. But where so many see these

changes as threatening, Heather McGowan and Chris Shipley see the opportunity to open the flood gates of human potential—if we can change the way we think about work and leadership. They have dedicated the last 5 years to understanding how technical, business, and cultural shifts affecting the workplace have brought us to this crossroads, The result is a powerful and practical guide to the future of work for leaders and employees. The future can be better, but only if we let go of our attachment to our traditional (and disappearing) ideas about careers, and what a "good job" looks like. Blending wisdom from interviews with hundreds of executives, The Adaptation Advantage explains the profound changes happening in the world of work and posits the solution: new ways to think about careers that detach our sense of pride and personal identity from our job title, and connect it to our sense of purpose. Activating purpose, the authors suggest, will inherently motivate learning, engagement, empowerment, and lead to new forms of pride and identity throughout the workforce. Only when we let go of our rigid career identities can we embrace and appreciate the joys of learning and adapting to new realities—and help our organizations do the same. Of course, making this transition is hard. It requires leaders who can attract and motivate cognitively diverse teams fueled by a strong sense of purpose in an environment of psychological safety—despite fierce competition and external pressures. Adapting to the future of work has always called for strong leadership. Now, as a pandemic disrupts so many aspects of work, adapting is a leadership imperative. The Adaptation Advantage is an essential guide to help leaders meet that challenge.
The quick way to learn Windows 10 This is learning made easy. Get more done quickly with Windows 10. Jump in wherever you need answers--brisk lessons and colorful screenshots show you exactly what to do, step by step.

Discover fun and functional Windows 10 features! Work with the new, improved Start menu and Start screen Learn about different sign-in methods Put the Cortana personal assistant to work for you Manage your online reading list and annotate articles with the new browser, Microsoft Edge Help safeguard your computer, your information, and your privacy Manage connections to networks, devices, and storage resources This "Food & Beverage Service Training Manual with 101 SOP" will be a great learning tool for both novice and professional hoteliers. This is an ultimate practical training guide for millions of waiters and waitresses and all other food service professionals all round the world. If you are working as a service staff in any hotel or restaurant or motel or resort or in any other hospitality establishments or have plan to build up your career in service industry then you should grab this manual as fast as possible. Lets have a look why this Food & Beverage Service training manual is really an unique one:1. A concise but complete and to the point Food & Beverage Service Training Manual.2. Here you will get 225 restaurant service standard operating procedures.3. Not a boring Text Book type. It is one of the most practical F & B Service Training Manual ever.4. Highly Recommended Training Guide for novice hoteliers and hospitality students.5. Must have reference guide for experienced food & beverage service professionals.6. Written in easy plain English.7. No mentor needed. Best guide for self-study.Ebook Version of this Manual is available. Buy from here: http://www.hospitality-school.com/training-manuals/f-b-service-training-manual***Get Special Discount on Hotel Management Training Manuals: http://www.hospitality-school.com/training-manuals/special-offer
Updated concepts and tools to set up project plans, schedule work, monitor progress-and consistently achieve desired project results.In today's time-based and cost-conscious

global business environment, tight project deadlines and stringent expectations are the norm. This classic book provides businesspeople with an excellent introduction to project management, supplying sound, basic information (along with updated tools and techniques) to understand and master the complexities and nuances of project management. Clear and down-to-earth, this step-by-step guide explains how to effectively spearhead every stage of a project-from developing the goals and objectives to managing the project team-and make project management work in any company. This updated second edition includes: * New material on the Project Management Body of Knowledge (PMBOK) * Do's and don'ts of implementing scheduling software* Coverage of the PMP certification offered by the Project Management Institute* Updated information on developing problem statements and mission statements* Techniques for implementing today's project management technologies in any organization-in any industry.

"Portions of this book were previously published under the title Introduction to hospitality management"--T.p. verso. Order of authors reversed on previous eds.

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