



Leadership and Management in the Hospitality Industry with Answer Sheet (AHLEI) (3rd Edition) (AHLEI - Introduction to Hospitality Management)

Robert H. Woods, Judy Z. King, Michael S. Sciarini, American Hotel & Lodging Association

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Teach students how to improve their leadership abilities and develop an understanding of high-performance teams and employee empowerment. Practical information prepares them to put quality management tools into action to enhance guest service and increase profitability. Information and exhibits have been updated throughout the text, and a new chapter on ethics has been added.

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