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Sample Training Manual Front Desk

**Michael L. Kasavana, Richard M.
Brooks**



Sample Training Manual Front Desk:

Human Resources Management in the Hospitality Industry, Study Guide David K. Hayes, Jack D. Ninemeier, 2008-03-07

This 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 the unique HR dilemmas you face in the hospitality industry

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aspects as the nature of the lodging industry hotel organization front office operations and responsibilities reservations registration accounting check out and settlement the night audit planning and evaluating operations and managing revenue and human resources No dates are noted for earlier editions Annotation copyrighted by Book News Inc Portland OR

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