

Convention Management And Service Ahlei

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supervisory skill builders online is the program that serves as the online component for the text supervision in the hospitality industry 5 e by raphael r kavanaugh the online component has 9 modules amounting to roughly 3 hours of seat time each covers 85 topics and amounts to 27 total hours of seat time this online course provides an entertaining approach to building supervisory skills the modules are loaded with need to know information on how supervisors should carry out their responsibilities to management as well as employees ideal as a self trainer the series helps supervisors meet management s objectives for productivity and quality guest service solve everyday workplace challenges gain respect trust and support from the people who work for them learning is facilitated through interactivity videos embedded questions and readings are available throughout this online component gives six month access for student users

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resource added for the hospitality management program 101092 and hotel management program 301095

this unique introductory textbook will get new hospitality students excited and interested in the world s largest service industry in addition to offering a historical perspective the book covers all hotel operating areas to give students an understanding of each department and how it operates students will learn about the complex interrelationships involved in the hospitality business and discover the variety of available career opportunities

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