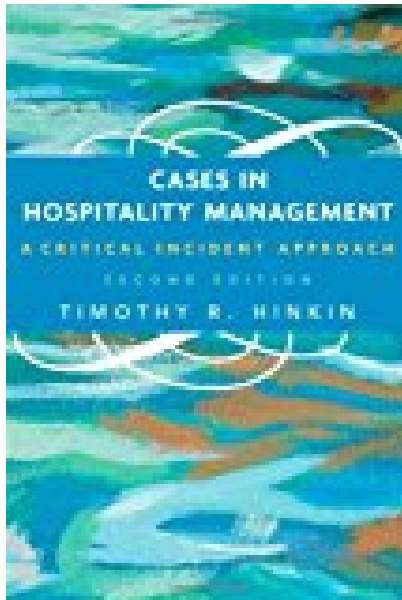


# Cases in Hospitality Management A Critical Incident Approach

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## BOOK DETAILS

- Author : Timothy R. Hinkin
- Pages : 172 Pages
- Publisher : Wiley
- Language : English
- ISBN : 047168693X

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## **BOOK SYNOPSIS**

Whether managing a kitchen, dining room, front desk, travel agency, fast-food restaurant, or an entire hotel, employees seek cues and reinforcement from managers to guide their behavior. Cases in Hospitality Management provides readers with the opportunity to apply their knowledge, experience, and management skills, allowing them to think quickly on their feet and react appropriately in a wide variety of settings. By analyzing and understanding the causes and effects of a number of real, critical incidents, readers will be better prepared to effectively deal with similar situations when they face them on the job"--Jacket.

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