Hospitality Restaurant Management With Answer Sheet And Exam Prep Access Card Package 2nd Edition Managefirst Program

"ManageFirst Program, National Restaurant Association."

This introductory textbook provides a thorough guide to the management of food and beverage outlets, from their day-to-day running through to the wider concerns of the hospitality industry. It explores the broad range of subject areas that encompass the food and beverage market and its main sectors – fast food and casual dining, hotels and quality restaurants and event, industrial and welfare catering. It also looks at some of the important trends affecting the food and beverage industry, covering consumers, the environment and ethical concerns as well as developments in technology. New to this edition: New chapter: Classifying food and drink service operations. New international case studies throughout covering the latest industry developments within a wide range of businesses. Enhanced coverage of financial aspects, including forecasting and menu pricing with respective examples of costings. New coverage of contemporary trends, including events management, use of technology, use of social media in marketing, customer management and environmental concerns, such as sourcing, sustainability and waste management. Updated companion website, including new case studies, PowerPoint slides, multiple choice questions, revision notes, true or false questions, short answer questions and new video and web links per chapter. It is illustrated in full colour and contains in-chapter activities as well as end-of-chapter summaries and revision questions to test the readers' knowledge as they progress. Written by a team of authors with many years of industry practice and teaching experience, this book is the ideal guide to the subject for hospitality students and industry practitioners alike.

This new textbook provides a complete study of human resource management from the perspective of management and operation in a hospitality environment. The hospitality industry continues to grow every day, bringing new challenges and opportunities. This up-to-date textbook provides the information on effective human resource management that managers need to know to succeed in today's competitive hospitality business environment.

Statistics for Business explains the fundamentals of statistical analysis in a lucid, pragmatic way. A thorough knowledge of statistics is essential for decision making in all corners of business and management. By collecting, organizing and analyzing statistical data you can express what you know, benchmark your current situation, and estimate future outcomes. Based entirely on Microsoft Excel, this book covers a spectrum of statistic fundamentals from basic principles, to probability, sampling, hypothesis testing, forecasting, statistical process control and six-sigma management. This second edition is packed with features to aid understanding and help ensure that every aspect of your knowledge of statistics is applicable to practice, including: Icebreakers introducing each chapter that relate statistics to the real world, drawn from management and hospitality situations Detailed worked examples in each chapter Over 140 case-exercises complete with objective, situation, requirements, and answers A complete glossary of key terminology and formulas, mathematical relationships, and Excel relationships and functions A brand new companion website containing slides, worked-out-solutions to the case-exercises, and a test bank [coming soon] With a clear and accessible style this book makes statistics easier to understand. It is ideal for business, management, tourism and hospitality students who want to learn how to apply statistics to the real world.

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.

Popular Science gives our readers the information and tools to improve their technology and their world. The core belief that Popular Science and our readers share: The future is going to be better, and science and technology are the driving forces that will help make it better.

This text focuses on CUSTOMER SERVICE topics. It includes essential content plus learning activities, case studies, professional profiles, research topics and more that support course objectives. The text and exam are part of the ManageFirst Program® from the National Restaurant Association (NRA). This edition is created to teach restaurant and hospitality students the core competencies of the Ten Pillars of Restaurant Management. The Ten Pillars of Restaurant Management is a job task analysis created with the input and validation of the industry that clearly indicates what a restaurant management professional must know in order to effectively and efficiently run a safe and profitable operation. The ManageFirst Program training program is based on a set of competencies defined by the restaurant, hospitality and foodservice industry as those needed for success. This competency-based program features 10 topics each with a textbook, online exam prep for students, instructor resources, a certification exam, certificate, and credential. The online exam prep for students is available with each textbook and includes helpful learning modules on test-taking strategies, practice tests for every chapter, a comprehensive cumulative practice test, and more! This textbook includes an exam answer sheet to be used with the paper-and-pencil version of the ManageFirst certification exam.

Hotel Management and Operations, Fifth Edition provides a practical, up-to-date, and comprehensive approach to how professionals across the industry manage different departments within their operation. From the front office to finance, from marketing to housekeeping, this resource offers advanced theory played out in practical problems. Multidimensional case studies are a notable feature, with complex management problems portrayed from multiple viewpoints; "As I See It" and "Day in the Life" commentaries from new managers provide further real-world perspective. Covering the latest issues affecting the industry, this text gives students and professionals an up-to-date, dynamic learning resource.

Course Description: Provides hospitality managers and students with information they need to know to manage the physical plant of a hotel or restaurant and work effectively with the engineering and maintenance department. This detailed textbook shows students how to keep every area of a hotel property running smoothly. The book takes a systems approach to hospitality facilities

issues, while also providing a summary based on functional spaces within a property. The fourth edition of Hospitality Facilities Management and Design has been thoroughly revised and updated. There are new exhibits and new industry examples throughout the book. Case studies were added as needed.

Endorsed by the Hotel and Catering International Management Association (HCIMA).Contains detailed information of new human resources initiatives such as the IIP scheme and the British Hospitality Association's Excellence Through People Scheme.Ideal reading for students, time managers and personnel managers throughout the industry with effective coverage of recruitment, staff selection, job descriptions, training and remuneration.

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. MANAGEFIRST: HOSPITALITY AND RESTAURANT MANAGEMENT WITH ANSWER SHEET, 2/e is focused on Hospitality Management and Restaurant Management. It includes essential content plus learning activities, case studies, professional profiles, research topics and more that support course objectives. The text and exam are part of the ManageFirst Program® from the National Restaurant Association (NRA). This edition is created to teach restaurant and hospitality students the core competencies of the Ten Pillars of Restaurant Management. The Ten Pillars of Restaurant Management is a job task analysis created with the input and validation of the industry that clearly indicates what a restaurant management professional must know in order to effectively and efficiently run a safe and profitable operation. The ManageFirst Program training program is based on a set of competencies defined by the restaurant, hospitality and foodservice industry as those needed for success. This competency-based program features 10 topics each with a textbook, online exam prep for students, instructor resources, a certification exam, certificate, and credential. The online exam prep for students is available with each textbook and includes helpful learning modules on test-taking strategies, practice tests for every chapter, a comprehensive cumulative practice test, and more! This textbook includes an exam answer sheet to be used with the paper-and-pencil version of the ManageFirst certification exam.

At last, a comprehensive, systematically organized Handbook which gives a reliable and critical guide to all aspects of one of the world's leading industries: the hospitality industry. The book focuses on key aspects of the hospitality management curriculum, research and practice bringing together leading scholars throughout the world. Each essay examines a theme or functional aspect of hospitality management and offers a critical overview of the principle ideas and issues that have contributed, and continue to contribute, within it. Topics include: • The nature of hospitality and hospitality management • The relationship of hospitality management to tourism, leisure and education provision • The current state of development of the international hospitality business • The core activities of food, beverage and accommodation management • Research strategies in hospitality management • Innovation and entrepreneurship trends • The role of information technology The SAGE Handbook of Hospitality Management constitutes a single, comprehensive source of reference which will satisfy the information needs of both specialists in the field and non-specialists who require a contemporary introduction to the hospitality industry and its analysis. Bob Brotherton formerly taught students of Hospitality and Tourism at Manchester Metropolitan University. He has also taught Research Methods to Hospitality and Tourism students at a number of international institutions as a visiting lecturer; Roy C. Wood is based in the Oberoi Centre of Learning and Development, India

This text focuses on Bar and Beverage Management topics. It includes essential content plus learning activities, case studies, professional profiles, research topics and more that support course objectives. The text and exam are part of the ManageFirst Program® from the National Restaurant Association (NRA). This edition is created to teach restaurant and hospitality students the core competencies of the Ten Pillars of Restaurant Management. The Ten Pillars of Restaurant Management is a job task analysis created with the input and validation of the industry that clearly indicates what a restaurant management professional must know in order to effectively and efficiently run a safe and profitable operation. The ManageFirst Program training program is based on a set of competencies defined by the restaurant, hospitality and foodservice industry as those needed for success. This competency-based program features 10 topics each with a textbook, online exam prep for students, instructor resources, a certification exam, certificate, and credential. The online exam prep for students is available with each textbook and includes helpful learning modules on test-taking strategies, practice tests for every chapter, a comprehensive cumulative practice test, and more! This textbook includes an exam answer sheet to be used with the paper-and-pencil version of the ManageFirst certification exam.

Whether you want to spend your days outside leading tours or in the kitchen preparing delicious meals for customers, the travel and hospitality industries offer a diverse array of career opportunities.

It is vital for hospitality management students to understand key management concepts as part of the complex and intimate nature of the services industry. Principles of Management for the Hospitality Industry is designed specifically for hospitality students who need to be able to use management tools and techniques to become successful hospitality managers. By placing you at the heart of an imaginary workplace this book offers the opportunity to work through all of the items of discussion for each topic. The chapter begins with a scenario to prompt an exploration of a given topic, and concludes with the outcome of this scenario to reinforce the lessons learnt throughout the chapter. Highly practical in approach, this is an up-to-date and skilful integration of all core areas of management. It is packed with tools and techniques to aid learning and understanding: improve your professional management vocabulary with definitions in each chapter, and a complete glossary of terms visualize key concepts with over one hundred explanatory diagrams gain confidence by testing your understanding on the accompanying website practical applications of theory are illustrated in international case studies throughout the book discussion questions prompt an exploration of key concepts.

Improve your hospitality and tourism research abilities with this impressive collection of research methods! The Practice of Graduate Research in Hospitality and Tourism assists you in gaining insight into different facets of research design, conceptual development, research methods, and conclusions drawn from research in hospitality and tourism. As a professional, researcher, or graduate student in the hospitality and tourism field, you will benefit from this collection of chapters that represent examples of research trials conducted by graduate students in hospitality and tourism and are selected on the basis of the originality of the students'concepts, research methods, and interest of the work to graduate students. This informative volume will provide you and your students with up-to-date and effective ideas for researching topics within the field of hospitality. The Practice of Graduate Research in Hospitality and Tourism is an excellent

supplemental textbook for research methods classes in graduate hospitality and tourism programs. The wide variety of chapters will stimulate discussions on research in hospitality and tourism from conceptual, secondary data, and primary data approaches. Some of the research articles you will explore in The Practice of Graduate Research in Hospitality and Tourism are based on different statistical techniques, research designs, and trends of subjects. Topics include: selecting service-oriented employees based on person-organization fit measuring the effectiveness of advertising on the Internet examining factors that affect food expenditures of U.S. tourists when they are away from home explaining the competitive structure of Japanese travelers'overseas destination plans determining the motivational needs of managers in the on-site foodservice segment providing adequate education on HIV and AIDS in the workplace for hospitality managers identifying influential variables of employee turnover in the food and beverage industry The Practice of Graduate Research in Hospitality and Tourism serves as an important forum for initiating research and new ideas internationally. The carefully selected chapters of this essential text will provide you and your students with suggestions that will improve research competency as well as hospitality services to patrons.

Globally the hospitality and tourism industry is evolving and undergoing radical changes. The past practices are now advancing through the rapid development of knowledge and skills acquired to adapt and create innovations in various ways. Hence, it is imperative that we have an understanding of the present issues so that we are able to remedy probl Blank examination answer sheet tipped in.

This package contains the following components: -0132222124: ManageFirst: Human Resources Management and Supervision with Pencil/Paper Exam -0132283808: ManageFirst: Hospitality and Restaurant Management with Pencil/Paper Exam

This is the first text that has been developed specifically to examine what revenue managers in the hospitality industry must know and do to be successful. Numerous cases and practical examples are used to illustrate revenue management concepts. Chapter ending questions and problems help them perform the calculations and practice the decision-making skills that are used in the field. RM in Action shows how the revenue management principles can be clearly illustrated using real-world examples reported in various news outlets. RM on the Web offers sites listed on the Internet to provide supplemental information about a topic or issue. Revenue managers will then gain hands-on skills to effectively manage their inventories and prices.

Includes ManageFirst core credential topics with paper and pencil answer sheet.

The seamless articulation of vocabulary, grammar, activities and cultural content is what makes ENTRE AMIS so effective in the classroom! ENTRE AMIS is a performance-oriented program designed to expand students' interpersonal, interpretive, and presentational communicative skills by presenting and rehearsing situations similar to those they will encounter in real life. Based on a progressive approach, ENTRE AMIS features thorough coverage of all four-language skills with a strong emphasis on oral communication. The language presented and practiced is always embedded in a French cultural context. The Sixth Edition of ENTRE AMIS has been thoroughly updated and now incorporates the latest technology offerings, including the iLrn Heinle Learning Center. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

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. This text focuses on HOSPITALITY & RESTAURANT MARKETING topics. It includes essential content plus learning activities, case studies, professional profiles, research topics and more that support course objectives. The text and exam are part of the ManageFirst Program® from the National Restaurant Association (NRA). This edition is created to teach restaurant and hospitality students the core competencies of the Ten Pillars of Restaurant Management. The Ten Pillars of Restaurant Management is a job task analysis created with the input and validation of the industry that clearly indicates what a restaurant management professional must know in order to effectively and efficiently run a safe and profitable operation. The ManageFirst Program training program is based on a set of competencies defined by the restaurant, hospitality and foodservice industry as those needed for success. This competency-based program features 10 topics each with a textbook, online exam prep for students, instructor resources, a certification exam, certificate, and credential. The online exam prep for students is available with each textbook and includes helpful learning modules on test-taking strategies, practice tests for every chapter, a comprehensive cumulative practice test, and more! This textbook includes an exam answer sheet to be used with the paper-and-pencil version of the ManageFirst certification exam.

Management and Technology in Knowledge, Service, Tourism and Hospitality 2013 contains papers covering a wide range of topics in the fields of knowledge and service management, web intelligence, tourism and hospitality. This overview of current state of affairs and anticipated developments will be of interest to researchers, entrepreneurs and students alike.

Facilities planning for tourism, hospitality and events (THE) is an important subject from both theoretical and applied perspectives, as land, property and resources represent major components of the foundation of the industry. As future managers, it is imperative that students have a sound basic knowledge of property and the various resources, systems and services associated with it. Covering important contemporary subjects such as sustainable planning and environmental management, this book considers the planning, development and management of facilities operations from several key perspectives, drawing upon the expertise of complementary experts in the design, management and development of THE facilities.

How to Run a Profitable (Hospitality) Hotel, Resort, Restaurant, Food, and Beverage Business is a management guide focusing on improving product and service offerings, while setting desired monetary goals. The intent is to corner your market by providing a superior, consistent level of performance to exceed guest expectations. Through your commitment to profit, you will recognize that guest satisfaction is the critical ingredient. In order to create a quality product and provide excellent service, a concerted focus on attention to detail is required. Assimilate these valued objectives; they will enable you to recognize a clear pathway to positive operational and financial results. "You deserve to make a profit!"

Foodservice industry operators today must concern themselves with the evolution of food preparation and service and attempt to anticipate demands and related industry changes such as the supply chain and resource acquisition to not only meet patrons' demands but also to keep their competitive advantage. From a marketing standpoint, the trend toward a more demanding and sophisticated patron will continue to grow through various factors including the promotion of diverse food preparation through celebrity chefs, mass media, and the effect of globalization. From an operational standpoint, managing and controlling the business continues to serve as a critical success factor. Maintaining an appropriate balance between food costs and labor costs, managing employee turnover, and focusing on food/service quality and consistency are fundamental elements of restaurant management and are necessary but not necessarily sufficient elements of success. This increasing demand in all areas will challenge foodservice operators to adapt to new technologies, to new business communication and

delivery systems, and to new management systems to stay ahead of the changes. Strategic International Restaurant Development: From Concept to Production explains the world of the food and beverage service industry as well as industry definitions, history, and the status quo with a look towards current challenges and future solutions that can be undertaken when developing strategic plans for restaurants. It highlights trends and explains the logistics of management and its operation. It introduces the basic principles for strategies and competitive advantage in the international context. It discusses the food and beverage management philosophy and introduces the concept of food and beverage service entrepreneurship, restaurant viability, and critical success factors involved in a foodservice business venture. Finally, it touches on the much-discussed topic of the food and beverage service industry and sustainable development. This book is ideal for restaurateurs, managers, entrepreneurs, executives, practitioners, stakeholders, researchers, academicians, and students interested in the methods, tools, and techniques to successfully manage, develop, and run a restaurant in the modern international restaurant industry.

I have spent the past 20 years of my working life in the fast-food industry in every position, from crew to General Manager. Over the course of those many years I have had the luxury of working with and working for some great managers, but they have all had a basic understanding of how to control their labor costs. This book is the result of many months spent taking notes and looking at controlling labor costs from many different perspectives. If you are one of the many managers out there who are having trouble controlling their labor costs then worry no more. It is time to actually make your bonus! Stop pulling your hair out and finally discover the secret to controlling your labor costs. After reading this book you will finally have a complete understanding of how to control your labor costs. The truth will allude you no more.

This particular guide is a brief competency guide which is focused on Menu Marketing and Management. Designed to provide trainees with marketable management skills for a career within the Culinary Arts and Foodservice industryThe NRAEF is introducing a new program as part of its strategic focus on recruitment and retention. This new management training certification program is based on a set of competencies defined by the restaurant, foodservice and hospitality industry as those needed for success. NRAEF ManageFirst Program leads to a new credential, ManageFirst Professional (MFP), which is part of our industry career ladder. This competency-based program includes 12 topics, each with a competency guide, exam, instructor resources and certificate. Trainees earn a certificate for each exam passed. Packaged with this book, is also a NEW! Exam Prep Guide.

"Takes readers systematically through the entire research process from the formulation of the aim to the presentation of the dissertation... a key subject-specific resource in our fields." - Dr Peter Lugosi, Oxford Brookes University "Currently the leading book of its kind... students and other novice researchers will find it accessible and user-friendly. Highly recommended." - Professor Roy C. Wood, University of Macau Bob Brotherton offers an uncluttered guide to the key concepts and essential research techniques in hospitality and tourism. By providing an authoritative introduction, students are taken through the issues and decisions that need to be considered to conceive, plan, conduct and write up a research project. With updates to every chapter and an array of practical examples, this new edition takes students step-by-step through each decision and action stage of the research process, from identifying a topic and formulating the research question to carrying out research and analysing findings. A companion website will provide a host of student resources including links to video and web resources, suggested further reading, free to download journal articles, and test questions for each chapter.

For this new edition the book has been completely revised, bringing the subject up to date in line with recent developments. Key changes address issues surrounding government policy and public sector leisure provision, the National Lottery, global conditions such as the world economic climate and the European Union, and communication and travel advances. New content also covers: play, recreation, leisure and the needs of people leisure trends, planning and government the legacy of CCT and the introduction of Best Value management, training and operational aspect of Leisure & Recreation management Leisure and Recreation Management deals with the theory of leisure studies as well as the day-to-day practicalities of managing sport, leisure and recreation facilities, ensuring this book's continued success as a student textbook and a guide for the practitioner.

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

This text focuses on PRINCIPLES OF FOOD AND BEVERAGE MANAGEMENT topics. It includes essential content plus learning activities, case studies, professional profiles, research topics and more that support course objectives. The text and exam are part of the ManageFirst Program® from the National Restaurant Association (NRA). This edition is created to teach restaurant and hospitality students the core competencies of the Ten Pillars of Restaurant Management. The Ten Pillars of Restaurant Management is a job task analysis created with the input and validation of the industry that clearly indicates what a restaurant management professional must know in order to effectively and efficiently run a safe and profitable operation. The ManageFirst Program training program is based on a set of competencies defined by the restaurant, hospitality and foodservice industry as those needed for success. This competency-based program features

10 topics each with a textbook, online exam prep for students, instructor resources, a certification exam, certificate, and credential. The online exam prep for students is available with each textbook and includes helpful learning modules on test-taking strategies, practice tests for every chapter, a comprehensive cumulative practice test, and more! This textbook includes an exam answer sheet to be used with the paper-and-pencil version of the ManageFirst certification exam. The complete guide to marketing for restaurant managers How do I market my restaurant to prospective customers? Do loyalty programs really work? How do I communicate with my local newspaper to get the biggest "bang" for my marketing buck? By providing specific tools and methods tying marketing theory to practice, this concise, easy-to-use book provides restaurant and foodservice managers with answers to these marketing questions and many more. Part of the Restaurant Basics Series, this hands-on resource offers a variety of material that is applicable to the day-to-day operation of a foodservice business, including strategies linking the location and design of a restaurant with its menu and pricing, as well as guidance on how to imple-ment a marketing plan and budget.

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