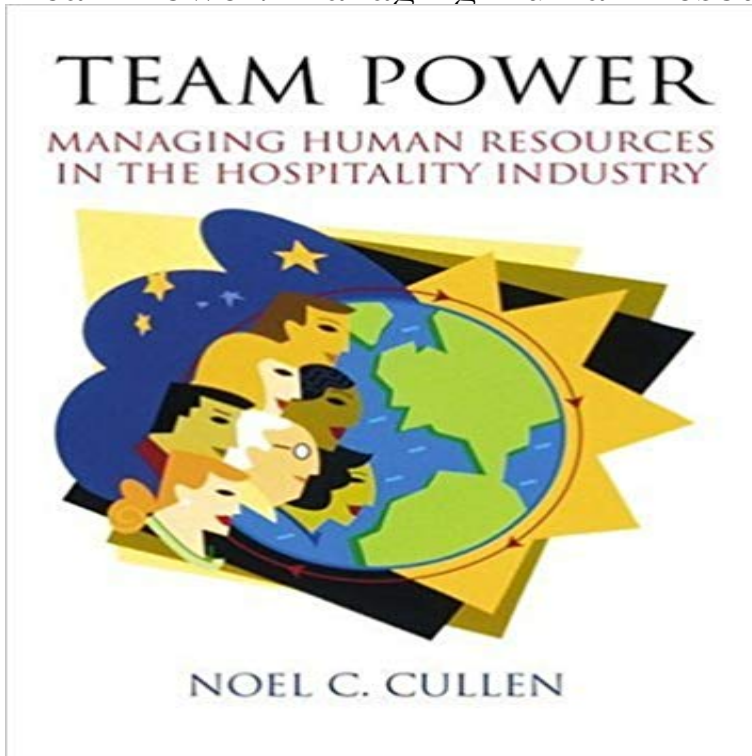


## Team Power: Managing Human Resources in the Hospitality Industry



Based on the authors extensive personal experience in the field, this is the first book on human resources management to focus exclusively on the complexities of the hospitality industry. Definitive yet user-friendly, it deals comprehensively with the ins and outs of all the dimensions of caring/leading required of hospitality industry employees to achieve optimum performance. It explores the most relevant issues and modern approaches to HRM, with a focus on effective methods for building a winning team--the approach necessary to create the exceptional guest experience--the key to success in this highly competitive marketplace. Explores the full range of human resource management concerns and issues, all within the framework of team performance and current labor laws. Provides practical guidelines for recruiting and selecting qualified team members; training and motivating employees; creating a positive work environment; dealing with issues of respect, diversity, morale, and change; choosing effective methods for maintaining discipline, for writing performance appraisals, for problem solving and decision making; establishing and analyzing compensation, benefits and labor costs; maintaining effective communication; and utilizing time effectively. Practicing hospitality managers at all levels.

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