

## Hospitality Today An Introduction 7th Edition

The hospitality industry's rapid evolution provides career-seekers with tremendous opportunity – and unique challenges. Changes in the global economy, rising interest in ecotourism, the influence of internet commerce, and a myriad of other trends contribute to the dynamic nature of this exciting field. Introduction to Hospitality Management presents a thorough overview of historical perspectives, current trends, and real-world practices. Coverage of bar and restaurant management, hotel and lodging operations, travel and tourism, and much more gives students a comprehensive analysis of this rewarding field. Focusing on practicality, this text presents real-world examples of traditional methods alongside insightful discussions surrounding changes in consumer demands and key issues affecting the industry. The industry's multifaceted nature lends itself to broad exploration, and this text provides: Clear guidance through topics related to foodservice operations, convention management, meeting planning, casino and gaming management, leadership and staffing, financial and business models, and promotion and marketing Emphasis on career planning and job placement strategies, giving students a head start in charting their future in hospitality A combination of Drs. Reynolds and Barrows' two leading textbooks, Introduction to Management in the Hospitality Industry and Introduction to the Hospitality Industry, into one cohesive, comprehensive edition Substantial coverage of internet commerce and marketing Case studies, including actual interviews with industry professionals, to reinforce primary learning objectives and build critical thinking skills An emphasis on real-world skills and practical methods employed by management professionals Methods to prepare students for job placement in multiple areas of the hospitality and tourism industry Introduction to Hospitality Management is an essential text for students learning about, or with an interest in, the hospitality industry. Written in a clear and accessible style, this important book leaves readers with a strong grasp of the topics and trends most important to a career in the hospitality industry

The instant #1 New York Times bestseller. In time for the twentieth anniversary of 9/11, master storyteller Alan Gratz (Refugee) delivers a pulse-pounding and unforgettable take on history and hope, revenge and fear -- and the stunning links between the past and present. September 11, 2001, New York City: Brandon is visiting his dad at work, on the 107th floor of the World Trade Center. Out of nowhere, an airplane slams into the tower, creating a fiery nightmare of terror and confusion. And Brandon is in the middle of it all. Can he survive -- and escape? September 11, 2019, Afghanistan: Reshmina has grown up in the shadow of war, but she dreams of peace and progress. When a battle erupts in her village, Reshmina stumbles upon a wounded American soldier named Taz. Should she help Taz -- and put herself and her family in mortal danger? Two kids. One devastating day. Nothing will ever be the same.

A fully revised and updated new edition of this bestselling text. New material covers issues such as the sharing economy, technology (Virtual Reality and use of robots) and use of big data to personalize experiences and encourage loyalty.

Seasonal variation in demand is a reality for most tourism destinations. This work provides a balanced overview of the evidence and issues relating to tourism seasonality using European, North American and Pacific Rim cases and research evidence.

An Introduction to Policing  
From Concept to Operation  
Educational Research

A Practical Guide to the Fulfillment of Your Dreams: Easyread Large Bold Edition

Meetings, Expositions, Events, and Conventions

Orig publ in 1987 as: Managing computers in the hospitality industry.

One day Sophie comes home from school to find two questions in her mail: "Who are you?" and "Where does the world come from?" Before she knows it she is enrolled in a correspondence course with a mysterious philosopher. Thus begins Jostein Gaarder's unique novel, which is not only a mystery, but also a complete and entertaining history of philosophy.

"This book provides relevant theoretical frameworks and the latest empirical research findings relating to consumer confidence, marketing strategies, and the influence of trust during a time of economic crisis"--Provided by publisher.

As the hospitality industry continues to grow, managers and educators are faced with the task of preparing future hospitality professionals for a rewarding but challenging career. Due to the impact of an ever-changing economy on the industry as a whole, the education of hotel managers and professionals has become an increasingly important area of study. Educational Strategies for the Next Generation Leaders in Hotel Management combines practical experience with the effective pedagogical approaches being imternationally. Highlighting key issues surrounding the current and future scope of hotel management and the skills and knowledge necessary for career success in the hospitality industry, this publication is an essential reference source for hospitality managers, educators, and students interested in the future of the industry and the best practices for hospitality education. This publication features timely, research-based chapters and analysis relevant to topics in the hospitality industry including, but not limited to, management, human resources, opening delays, professional development, six sigma, women in global leadership, and work integrated learning.

Principles of Management

Reframing Organizations

Customer Service in Tourism and Hospitality

Educational Strategies for the Next Generation Leaders in Hotel Management

A Novel About the History of Philosophy

Hospitality Financial Management is an up-to-date finance text that offers hospitality students a uniquely Canadian introduction to financial management specifically for hospitality and tourism majors. The book uses hospitality examples throughout to cover concepts from a practical perspective, explaining and demonstrating the importance of financial management in the hospitality industry.

Prepares students for a future career in hospitality management by outlining the key skills needed to become a successful manager in the service industry, with a particular emphasis on ensuring managers provide guests with a high-quality customer experience. The book breaks hospitality management down into core principles, with each chapter focusing on a specific factor, including strategy, staffing and systems. All of which are supported by practical advice, examples, and Wow! Boxes, which provide evidence of best practice in service-sector organizations, including Walt Disney, Southwest Airlines, and The Four Seasons. The new edition reflects the latest changes in the service industry and newer developments related to sustainability and technology. There is also an outline of the framework needed to motivate employees to provide exceptional service, and how to create a culture that consistently delivers a top quality customer experience. The book is supported by online resources for instructors and students, including: Test Bank, PowerPoint slides, an Instructor's Manual, Multimedia, Exercises and Assignments, Sample Syllabi, Flashcards, and Quizzes. Ideal reading for undergraduate students on Hospitality Management and Hotel Management courses.

In this fifth edition of the bestselling text in organizational theory and behavior, Bolman and Deal's update includes coverage of pressing issues such as globalization, changing workforce, multi-cultural and virtual workforces and communication, and sustainability. A full instructor support package is available including an instructor's guide, summary tip sheets for each chapter, hot links to videos & extra resources, mini-assessments for each of the frames, and podcast Q&As with Bolman & Deal.

"Portions of this book were previously published under the title Introduction to hospitality management"--T. p. verso.

Revenue Management for the Hospitality Industry

Hospitality Industry Managerial Accounting (AHLEI)

Hospitality Today

Tourism

Sophie's World

**For use in events and convention management courses Experience the World of Meetings, Expositions, Events, and Conventions Meetings, Expositions, Events, and Conventions: An Introduction to the Industry acquaints readers with the burgeoning field of event planning. Constructed with the Delphi method based on the opinions of experts and educators, the text is divided into the most up-to-date and relevant topics of the MEEC world. A comprehensive overview of all aspects of the MEEC industry, the Fourth Edition is the ideal text with which to introduce newcomers to this broad field. The text features case studies and examples that help readers relate the material to a future career in Event Planning, as well as major trends in this fast-growing field. Accompanying DVD contains videos & PowerPoint presentations on different aspects of hotel housekeeping .**

**New hospitality management students and employees new to the hospitality industry will benefit from this thorough introduction to the field of hospitality. Hospitality Today, a best-selling textbook, rich with full-color photos and illustrations, provides students with a comprehensive introduction to the many entities that make up the hospitality industry, such as hotels, restaurants, clubs, cruise lines, and casino hotels. They will learn about hospitality careers, the importance of service, and how hotels and restaurants are organized, as well as an overview of today's hot issues, including ethical challenges and management concerns. Numerous examples, exhibits, and statistics give students an up-to-date look at the dynamic hospitality field. Hospitality Services is the first step on the path to a career in the hospitality industry. This text introduces students to the five segments within the industry foodservice, lodging, travel, tourism, and recreation. Day-to-day business operations are also covered to prepare learners for advanced courses and a career within the field. Career planning chapters lead students through researching careers, succeeding in the workplace, and starting their own businesses. Customer service and industry-wide technology is discussed throughout the text. Hospitality Ethics and Going Green features address industry hot topics. Profiles spotlight successful hospitality professionals to inspire students and demonstrate career options. "**

**Introduction to Materials Management**

**Ground Zero**

**Marketing for Hospitality and Tourism**

**The Ladies' Book of Etiquette, and Manual of Politeness**

**Technology Strategies for the Hospitality Industry**

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. For courses in Hospitality Marketing, Tourism Marketing, Restaurant Marketing, or Hotel Marketing. Marketing for Hospitality and Tourism, 7/e is the definitive source for hospitality marketing. Taking an integrative approach, this highly visual, four-color book discusses hospitality marketing from a team perspective, examining each hospitality department and its role in the marketing mechanism. These best-selling authors are known as leading marketing educators and their book, a global phenomenon, is the leading resource on hospitality and tourism marketing. The Seventh Edition of this popular book includes new and updated coverage of social media, destination tourism and other current industry trends, authentic industry cases, and hands-on application activities.

Prepare students to succeed in any area of the hospitality industry. Introduction to Hospitality, 7/e, focuses on hospitality operations while offering a broad, comprehensive view of the world's largest industry. The text is organized into four sections: hospitality and lodging; beverages, restaurants, and managed services; tourism, recreation, attractions, clubs, and gaming; and assemblies, events, attractions, leadership, and management. Each section includes real-world profiles, first-hand accounts, and engaging case studies to help readers connect with the material and foster an appreciation of the industry's unique enthusiasm and passion. New photos, page layouts, and hands-on examples help students understand the how-to aspects of today's hospitality industry. Updated to reflect today's trends and realities, the Seventh Edition contains new coverage of spas, updated and new corporate profiles, salary information, hospitality-related technologies, and more! Also available with MyHospitalityLab® This package is also available with MyHospitalityLab-an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts. To help students explore the hospitality industry, MyHospitalityLab includes industry-specific simulations from Hospitality & Tourism Interactive (HTI), and real case studies written by industry leaders. Note: You are purchasing a standalone product; MyHospitalityLab does not come packaged with this content. Students, if interested in purchasing this title with MyHospitalityLab, ask your instructor for the correct package ISBN and Course ID. Instructors, contact your Pearson representative for more information. If you would like to purchase both the physical text and MyHospitalityLab, search for: 0134514211 / 9780134514215 Introduction to Hospitality and Plus MyHospitalityLab with Pearson eText -- Access Card Package Package consists of: 0133762769 / 9780133762761 Introduction to Hospitality 0134487281 / 9780134487281 MyHospitalityLab with Pearson eText -- Access Card -- for Intro to Hospitality & Intro to Hospitality Management

Principles of Management is designed to meet the scope and sequence requirements of the introductory course on management. This is a traditional approach to management using the leading, planning, organizing, and controlling approach. Management is a broad business discipline, and the Principles of Management course covers many management areas such as human resource management and strategic management, as well as behavioral areas such as motivation. No one individual can be an expert in all areas of management, so an additional benefit of this text is that specialists in a variety of areas have authored individual chapters. Contributing Authors David S. Bright, Wright State University Anastasia H. Cortes, Virginia Tech University Ema Hartmann, University of Richmond K. Praveen Parboteeah, University of Wisconsin-Whitewater Jon L. Pierce, University of Minnesota-Duluth Monique Reece Amit Shah, Frostburg State University Siri Terjesen, American University Joseph Weiss, Bentley University Margaret A. White, Oklahoma State University Donald G. Gardner, University of Colorado-Colorado Springs Jason Lambert, Texas Woman's University Laura M. Leduc, James Madison University Joy Leopold, Webster University Jeffrey Muldoon, Emporia State University James S. O'Rourke, The University of Notre Dame

"This textbook provides readers with a comprehensive introduction to the many entities that make up the hospitality industry, as well as an overview of today's hot issues, including ethical challenges and management concerns. The seventh edition features new information on: green hotels and restaurants and sustainable tourism development; hotel technology, computer-based restaurant control systems, and virtual meetings; application of management techniques such as Six Sigma and Balanced Scorecard; how the Internet, e-mail, and social media have changed hospitality marketing."--Publisher description.

Quantum Computation and Quantum Information

Achieving Excellence in the Guest Experience

The Restaurant

Management

Introduction to the Hospitality Industry

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. Capturing the flavor and breadth of the industry, Introduction to Hospitality Management, Fourth Edition, explores all aspects of the field including: travel and tourism; lodging; foodservice; meetings, conventions and expositions; and leisure and recreation. Devoting six chapters to management, the text focuses on hospitality and management and uses first-person accounts, corporate profiles and industry morsels to foster a student's appreciation for the field. Throughout, author John R. Walker invites students to share this industry's unique enthusiasm and passion. The text is organized into five sections: the hospitality industry and tourism; lodging; restaurants, managed services, and beverages; recreation, theme parks, clubs, and gaming entertainment; and assemblies and event management. Each section includes insight from industry professionals, contains up-to-date information on career opportunities, and includes many examples illuminating current industry trends and realities. Extensively revised and updated, this edition contains new photos, new page layouts, and new coverage on topics ranging from sustainability to globalization 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. Hospitality management students and professionals responsible for accounting functions at their property, or who aspire to a career in hospitality accounting, will benefit from this textbook. This textbook includes everything readers will need to gain a clear understanding of managerial accounting in a real-life setting. Chapters reflect new tax laws and the impact of the Sarbanes-Oxley Act, as well as the results of new survey research on outdated practices in capital budgeting and leasing. Readers will learn to make effective choices based on their daily operations, develop no-target budgets and control cash flow, reach profit goals with the help of financial reports and other tools, and apply the latest uniform systems of accounts for hotels and restaurants.

First-ever comprehensive introduction to the major new subject of quantum computing and quantum information.

For Introduction to Hospitality courses Exploring the Hospitality Industry helps readers advance in their careers by giving them a broad foundation of hospitality industry knowledge presented in a lively, visually appealing, engaging manner. The emphasis is on the people, companies, and positions that make up the hospitality industry today, and the focus on sustainability includes case studies on practitioners and corporations that engage and involve readers as they explore the trends in this ever-growing field. The book moves beyond just restaurants and hotels to cover all facets and segments of the industry, including new growth areas such as event management, meeting planning, cruising, theme parks, and gaming entertainment. Also available with MyHospitalityLab® This title is also available with MyHospitalityLab-an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts. To help students explore the hospitality industry, MyHospitalityLab includes industry-specific simulations from Hospitality & Tourism Interactive (HTI), and real case studies written by industry leaders. NOTE: You are purchasing a standalone product; MyHospitalityLab does not come packaged with this content. If you would like to purchase both the physical text and MyHospitalityLab search for 0134123824 / 9780134123820 Exploring the Hospitality Industry Management and Plus MyHospitalityLab with Pearson eText -- Access Card Package, 3/e That package consists of: 0133762777 / 9780133762778 Exploring the Hospitality Industry, 3/e 0134105362 / 9780134105369 MyHospitalityLab -- Access Card -- for Exploring the Hospitality Industry, 3/e MyHospitalityLab should only be purchased when required by an instructor.

Hospitality Services

The Seven Spiritual Laws of Success

Introduction to Hospitality Management

A Complete Hand Book for the Use of the Lady in Polite Society

BASED ON NATURAL laws which govern all of creation, this book shatters the myth that success is the result of hard work, exacting plans, or driving ambition. In The Seven Spiritual Laws of Success, Deepak Chopra offers a life-altering perspective on the attainment of success: Once we understand our true nature and learn to live in harmony with natural law, a sense of well-being, good health, fulfilling relationships, energy and enthusiasm for life, and material abundance will spring forth easily and effortlessly. Filled with timeless wisdom and practical steps you can apply right away, this is a book you will want to read and refer to again and again.

Eldenburg's Management is an introductory text that focuses on presenting content in an easy to understand way that encourages students to think critically and draw connections between theory and practice. This new seventh edition has a strengthened focus on technology and features have been updated to help students further consolidate their knowledge. This includes various forms of revision materials such as auto-graded knowledge-check questions and self-skill assessment. There is also a broad variety of concise case studies, including new ones with a strategic focus, which enable instructors to have thought-provoking and engaging tutorials. An exciting addition to the interactive e-text are the new ANZ videos that feature a diverse group of management thought-leaders who give insights and "tales from the front." This will provide supplementary content for lectures or serve as pre-work for a flipped classroom. Hospitality TodayAn IntroductionEducational Institute of American Hotel & Motel Association

This title views the tourism industry from a business perspective - examining the management, marketing and finance issues most important to industry members. Chapters reveal an integrated model of tourism and address consumer behaviour, service quality and personal selling. Readings and integrative cases close each part and end-of-chapter exercises offer application activities for students.

Introduction to Hospitality

Operations and Management

Artistry, Choice, and Leadership

Exploring the Hospitality Industry

An Introduction: Includes Answer Sheet

**This title is a Pearson Global Edition. The Editorial team at Pearson has worked closely with educators around the world to include content which is especially relevant to students outside the United States. For introductory courses in hospitality. An engaging introduction to hospitality, for tomorrow's managersIntroduction to Hospitality is a lively, comprehensive survey of the world's largest industry -- hospitality. Students explore the vibrant inner workings of each hospitality segment, including hospitality and lodging; beverages, restaurants, and managed services; tourism, recreation, attractions, clubs, and gaming; assemblies, events, and attractions; and managerial areas of the hospitality industry. The 8th edition highlights a range of issues shaping the future of each segment of the hospitality industry. This introductory textbook describes the basics of supply chain management, manufacturing planning and control systems, purchasing, and physical distribution. The fourth edition makes additions in kanban, supply chain concepts, system selection, theory of constraints and drum-buffer-rope, and need f**

**Cross-Cultural Aspects of Tourism and Hospitality is the first textbook to offer students, lecturers, researchers and practitioners a comprehensive guide to the influence of culture on service providers as well as on customers, affecting both the supply and the demand sides of the industry - organisational behaviour, and human resource management, and marketing and consumer behaviour. Given the need for delivering superior customer value, understanding different cultures from both demand and supply sides of tourism and hospitality and the impact of culture on these international industries is an essential part of all students' and practitioners' learning and development. This book takes a research-based approach critically reviewing seminal cultural theories and evaluating how these influence employee and customer behaviour in service encounters, marketing, and management processes and activities. Individual chapters cover a diverse range of cultural aspects including intercultural competence and intercultural sensitivity, uncertainty and risk avoidance, context in communication, power distance, indulgence and restraint, time orientation, gender, assertiveness, individualism and collectivism, performance orientation, and humane orientation. This book integrates international case studies throughout to show the application of theory, includes self-test questions, activities, further reading, and a set of PowerPoint slides to accompany each chapter. This will be essential reading for all students, lecturers, researchers and practitioners and future managers in the fields of Tourism and Hospitality.**

**TECHNOLOGY STRATEGIES FOR THE HOSPITALITY INDUSTRY, 2/e examines technology strategies for the hospitality industry. Exceptionally practical in approach, this edition includes a new chapter on technology in the casino industry and a new chapter on technology for meetings and events. A separate chapter is devoted to planning and investment as students learn what technology exists and how to use it succeed in the hospitality business.**

**Introduction to Hospitality, Global Edition**

**An Introduction**

**The Business of Hospitality and Travel**

**Cross-Cultural Aspects of Tourism and Hospitality**

**An Introduction to Sociolinguistics**

**Thoroughly updated and revised, An Introduction to Sociolinguistics, 7th Edition presents a comprehensive and fully updated introduction to the study of the relationship between language and society. Building on Ronald Wardhaugh's classic text, co-author Janet Fuller has updated this seventh edition throughout with new discussions exploring language and communities, language and interaction, and sociolinguistic variation, as well as incorporating numerous new exercises and research ideas for today's students. Taking account of new research from the field, the book explores exciting new perspectives drawn from linguistic anthropology, and includes new chapters on pragmatics, discourse analysis, and sociolinguistics and education. With an emphasis on using examples from languages and cultures around the world, chapters address topics including social and regional dialects, multilingualism, discourse and pragmatics, variation, language in education, and language policy and planning. A new companion website including a wealth of additional online material, as well as a glossary and a variety of new exercises and examples, helps further illuminate the ideas presented in the text. An Introduction to Sociolinguistics, 7th Edition continues to be the most indispensable and accessible introduction to the field of sociolinguistics for students in applied and theoretical linguistics, education, and anthropology.**

**Police Officers: A Career in Law Enforcement Today with Dempsey and Foster's AN INTRODUCTION TO POLICING, 8th Edition. Written by law enforcement veterans with extensive first-hand experience in all areas of policing, this engaging, comprehensive book blends practical information with pertinent theory. The authors examine today's most current issues and topics, including homeland security, recent terrorism incidents, the controversial Secure Communities Program by DHS, Specialized Policing Responses to individuals with mental illness, advances in policing technology, and more. Readers find the latest in academic and practitioner research as well as the most current applications, statistics, court cases, and information on law enforcement careers, all introduced through memorable learning features. The book also discusses small and rural departments while maintaining critical foundational coverage students need to fully understand who police are, what they do, and how they do it. Extensive examples from police departments throughout the nation and world as well as essays from respected law enforcement veterans offer insights into crucial law enforcement issues and challenges. AN INTRODUCTION TO POLICING is an essential read for anyone considering a career in law enforcement today. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.**

**An authoritative, up-to-date, and one-stop guide to the restaurant business In the newly revised The Restaurant: From Concept to Operation, Ninth Edition, accomplished hospitality and restaurant professional John R. Walker delivers a comprehensive exploration of opening a restaurant, from the initial idea to the grand opening. The book offers readers robust, applications-based coverage of all aspects of developing, opening, and running a restaurant. Readers will discover up-to-date material on staffing, legal and regulatory issues, cost control, financing, marketing and promotion, equipment and design, menus, sanitation, and concepts. Every chapter has been revised, updated and enhanced with several industry examples, sidebars, charts, tables, photos, and menus. The Restaurant: From Concept to Operation, Ninth Edition provides readers with all the information they need to make sound decisions that will allow for the building of a thriving restaurant business. The book also offers: A thorough introduction to the restaurant business, from the history of eating out to the modern challenges of restaurant operation A comprehensive exploration of restaurants and their owners, including quick-casual, sandwich, family, fine-dining, and other establishments Practical discussions of menus, kitchens, and purchasing, including prices and pricing strategies, menu accuracy, health inspections, and food purchasing systems In-depth examinations of restaurant operations, including bar and beverage service, budgeting and control, and food production and sanitation An indispensable resource for undergraduate and graduate restaurant and food management services and business administration students. The Restaurant: From Concept to Operation, Ninth Edition is also perfect for aspiring and practicing restaurant owners and restaurant investors seeking a one-stop guide to the restaurant business.**

**The revised edition of the classic introductory volume to the hospitality industry Introduction to the Hospitality Industry covers all aspects of the business, from individual roles to operational issues. This extensively revised Fifth Edition continues to set itself apart with: \* A new, full-color interior design \* New and revised internet exercises \* More than 70 figures and tables \* Over 120 photographs from a diverse cross section of hospitality spots around the world \* Case histories \* Global hospitality notes and industry practice notes \* Chapter review questions The authors' accessible treatment of the material makes it easy for students to gain a clear understanding of the size and scope of this expanding industry. Introduction to the Hospitality Industry, Fifth Edition is the perfect beginning for students interested in a career in the hospitality sector. Visit the accompanying Web site at www.wiley.com/college**

**Hospitality Financial Management**

**A Services Marketing and Management Perspective**

**Managing Technology in the Hospitality Industry**

**An Introduction to the Industry**

**Strategic Marketing in Fragile Economic Conditions**

**Packed with current examples you can easily relate to, Tischer's INTRODUCTION TO SOCIOLOGY, 11E delivers comprehensive, up-to-date coverage in a succinct and affordable format. The author begins by equipping you with tools for success, including tips for how to read, study, and take tests more effectively. A built-in study guide and practice tests ensure thorough understanding. The text threads two basic ideas throughout: sociology is a rigorous, scientific discipline, and basic knowledge of sociology is essential for understanding social interaction in many work and social settings. With its streamlined 16 chapters, INTRODUCTION TO SOCIOLOGY, 11E delivers cutting-edge coverage that is concise yet thorough--and makes sociology completely accessible. Available with InfoTrac Student Collections http://goengage.com/infotrac. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.**

**Revenue Management for the Hospitality Industry is filled with practical examples and best practices on the topic of revenue management, a critical aspect of the industry. Through numerous revenue management examples from the hospitality industry and a running case example throughout the book, students will discover how they can incorporate revenue management principles and best practices. The core of revenue management of a hospitality organisation is to, as the authors explain, "charge the right price, to the right customer, for the right product, through the right channel, at the right time." The book is intended for students with prior knowledge and understanding of the hospitality industry, and will explain what they need to know and how to be successful.**

**Managing Hospitality Organizations**

**Seasonality in Tourism**

**Cengage Advantage Books: Introduction to Sociology**

**Hotel Housekeeping**