



Supervision in the Hospitality Industry

Jack D. Ninemeier, Ph.D.

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This textbook introduces the supervisory skills needed to succeed in a hospitality career.

The fifth edition features revised procedures for managing conflict; expanded information on motivation, including a discussion of on-boarding; new information on the role of technology and social media on recruiting and reference checks; new information on the costs and benefits of training; and a discussion of the use of technology for employee scheduling, including scheduling software and company intranets.

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