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Hospitality Supervisor's Survival Kit

Cliff B. Goodwin, Alfred B. Squire III

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This survival kit contains the *tools* needed to develop skills in human relations, labor and management relations, and customer service that are essential to effective customer and employee management and supervision. Contains sound principles and practical suggestions for resolving conflict, leading meetings, executing performance appraisals, imposing discipline, scheduling work, and adding value. For managers or directors of training and development in human relations and hospitality management.

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