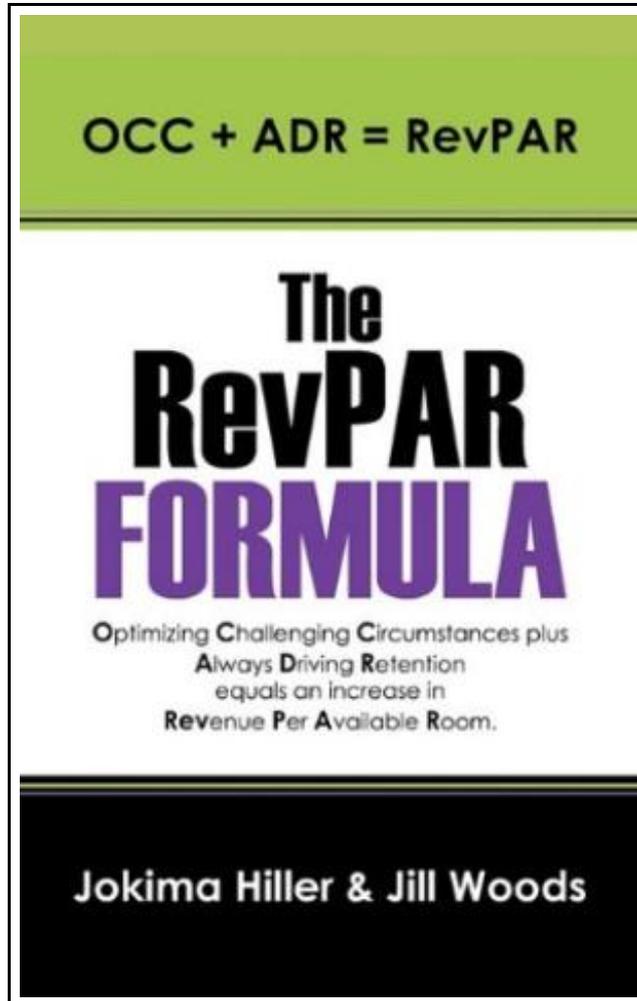


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Outskirts Press, United States, 2011. Paperback. Book Condition: New. 196 x 122 mm. Language: English . Brand New Book ***** Print on Demand *****. The Hospitality business can be one of the most challenging industries to work in, as there is almost always an audience to witness any shortcomings. According to Cecelia Jernegan, a 25 year industry veteran, The difficult part of working at a hotel. .The detail paper work, e-mails and correspondence must be completed during the evenings or on the weekends. Managers at the hotel level need to make their staff, ownership, brand and guests all happy. The 2 sentences above causes burn out for managers. Does this sound familiar? This guide is a quick reference tool for the busiest hotel managers and employees to get refreshed on how to optimize the 10 most challenging circumstances they will likely face. In the past, focusing on occupancy and average daily rate have been the catalyst to a positive revenue per available room. However, the formula of optimizing challenging circumstances plus always driving retention can get you to that sustainable revenue more effectively. There are many great hotel employees that have all the skills and training possible, but getting overwhelmed happens. The authors of this guide have worked in almost every position in the hotel industry and are sharing quick tips to refocus and energize you into action. Wondering how to get your staff to wear their uniform? Haven t seen your sales manager smile in a week? Can t figure out how to get all of your responsibilities completed in a single bound? Simply skip ahead to the chapter that is relevant to you in your time of need, and be reminded that facing issues with a learning attitude and sense of humor is key.



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