



# Hospitality Employee Management and Supervision: Concepts and Practical Applications

By *Kerry L. Sommerville*

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**Hospitality Employee Management and Supervision: Concepts and Practical Applications** By *Kerry L. Sommerville*

**A practical resource for managers and supervisors in hospitality businesses**

In many hospitality establishments, one manager or supervisor is the entire human resources department, making all the hiring and training decisions, often without having a formal human resources background. Filling this knowledge gap, *Hospitality Employee Management and Supervision* provides both busy professionals and students with a one-stop comprehensive guide to human resources in the hospitality industry.

Rather than taking a theoretical approach, this text provides a hands-on, practical, and applications-based approach. The coverage is divided into four sections: legal considerations, employee selection, employee orientation and training, and communication and motivation.

Each chapter in this lively and engaging text features:

- Quotations--Various practitioners in the hospitality industry highlight the chapter's focus
- Chapter Objectives and Summaries lay out key concepts and then, at the end of each chapter, review them
- HRM in Action features highlight real-world HRM experiences that relate to the content presented in each chapter
- Tales from the Field--Hospitality employees provide accounts of the various challenges they face in the industry
- Ethical Dilemmas--Scenarios from the hospitality industry which emphasize the role ethics plays in every aspect of the hospitality industry
- Practice Quizzes and Chapter Review Questions reinforce student comprehension of key concepts
- Hands-On HRM--Mini-cases based on real-world situations with discussion questions
- Chapter Key Terms--Bolded within the chapter and then listed at the end of each chapter with definitions

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**Hospitality Employee Management and Supervision: Concepts and Practical Applications** By Kerry L. Sommerville **Bibliography**

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#### **About the Author**

**Kerry L. Sommerville**, CHE, CHA, MA, has more than twenty-five years of professional and academic hotel and restaurant management experience. He is an innovative, award-winning instructor, a published author, and the developer of one of the earliest and most comprehensive distance education models for online learning. He holds a master's degree in management from Webster University.

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