



Leadership and Management in the Hospitality Industry with Answer Sheet (AHLEI) (3rd Edition) (AHLEI - Introduction to Hospitality Management)

By Judy Z. King, Michael S. Sciarini, American Hotel & Lodging Association

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Teach students how to improve their leadership abilities and develop an understanding of high-performance teams and employee empowerment. Practical information prepares them to put quality management tools into action to enhance guest service and increase profitability. Information and exhibits have been updated throughout the text, and a new chapter on ethics has been added.

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Editorial Review

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About the Educational Institute

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The American Hotel and Lodging Educational Institute (AHLEI) is the premier source for delivering quality hospitality education, training and professional certification that serves the needs of hospitality schools and industries worldwide.

The AHLEI meets and exceed its education and training mission by providing materials for all levels of hospitality personnel via: online learning, distance learning courses, videos, seminars, textbooks, and study guides.

Professional certification from the AHLEI is the ultimate distinction of professional excellence for the hospitality industry. It certifies and validates competencies in conjunction with academia and industry experts for over 35 positions in the hospitality industry; designations from front-line to general manager, including the prestigious CHA - the Certified Hotel Administrator.

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