

PEARSON NEW INTERNATIONAL EDITION



Foundations of Lodging Management
David K. Hayes Jack D. Ninemeier
Allisha A. Miller
Second Edition

Pearson Education Limited

Edinburgh Gate
Harlow
Essex CM20 2JE
England and Associated Companies throughout the world

Visit us on the World Wide Web at: www.pearsoned.co.uk

© Pearson Education Limited 2014

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without either the prior written permission of the publisher or a licence permitting restricted copying in the United Kingdom issued by the Copyright Licensing Agency Ltd, Saffron House, 6–10 Kirby Street, London EC1N 8TS.

All trademarks used herein are the property of their respective owners. The use of any trademark in this text does not vest in the author or publisher any trademark ownership rights in such trademarks, nor does the use of such trademarks imply any affiliation with or endorsement of this book by such owners.

PEARSON®

ISBN 10: 1-292-02678-2
ISBN 13: 978-1-292-02678-7

British Library Cataloguing-in-Publication Data

A catalogue record for this book is available from the British Library

Printed in the United States of America

Foundations of Lodging Management: Pearson New International Edition

Table of Contents

Cover

Table of Contents

Glossary

1. Introduction to the Lodging Industry
2. The Structure of the Lodging Industry
3. Guest Service in the Lodging Industry
4. Managing Lodging Operations
5. Staffing the Lodging Operation
6. The Front Office Department
7. The Sales and Marketing Department
8. The Housekeeping Department
9. The Maintenance Department
10. Food Service and Meeting Management in Limited-Service Hotels
11. Food and Beverage Operations: Full-Service Hotels
12. Hotel Accounting
13. Safety and Security
14. Careers in the Lodging Industry

Index

A
B
C
D
E
F
G
H
I
J
K
L
M
N
O

Table of Contents

P
Q
R
S
T
U
V
W
Z