



Managing Service in Food and Beverage Operations with Answer Sheet (AHLEI) & Managing Service in F&B Operations Online Component (AHLEI) -- Access Card Package (4th Edition)

By Ronald F. Cichy Ph.D. NCE CHA, Philip J. Hickey, American Hotel & Lodging Association

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Managing Service in Food and Beverage Operations shows students how food service professionals create and deliver guest-driven service; enhance value, build guest loyalty, and promote repeat business; and continuously improve the process of providing excellent service. Students will learn how every aspect of a food service operations contributes to the guest experience and will explore unique features of a variety of food and beverage operations.

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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.

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