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Communication Skills for Hospitality Management

By Jagmohan Negi, Gaurav M.J., Suniti and Ritushka

Kanishka, 2012. Hardcover. Book Condition: New. Dust Jacket Condition: New. 1st Edition. Contents: Foreword. Preface. 1. Communication skills: an introduction. 2. Telephone handling: knowledge and skills. 3. Hotel management and administration. 4. Finance and banking services. 5. Reception and hospitality services. 6. Tourism and travel services. 7. Health care and medical tourism. 8. Sports and leisure tourism. 9. Legal matters and services. 10. Social welfare and community services. 11. Arts and literature. 12. General economic development. 13. Food and agri-business. 14. Computer and information technology. 15. Food and beverage services. 16. Training and placement. Appendices. Communication Skills for Hospitality Management is a practical hand book for students of the IHMs food craft institutes and University Colleges as well as trainees in hotels restaurants bars and food and beverage establishment who are undergoing training to join the hospitality industry. The book serves three purposes: 1. To upgrade general knowledge of future employees. 2. To develop professional skills by means of close to life authentic texts, practical exercises role-plays group exercises and dialogues. 3. To preparing students/trainees to face the professional examinations and placement tests. The book consists of basic terms and techniques of communicating skills. The text contains exercises, objective type problems,...



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