



## Outdoor Hospitality Essentials: A Foundation for Success

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By Mark J Maciha

Createspace, United States, 2012. Paperback. Book Condition: New. 226 x 150 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Whether you re new to the outdoor hospitality industry or an accomplished professional, Outdoor Hospitality Essentials: A Foundation for Success has something for you to improve your skills in communications, personal and organizational leadership, health and safety, information technology, customer satisfaction, service standards, and risk management. These skills are critical in today s experience-based outdoor hospitality environment. Each chapter discusses the topic as it relates to work in campgrounds and outdoor recreation venues. Real-life examples from campgrounds are used to show you how to walk the talk. An accompanying workbook will help to bring the information to life for you and will help you to attain your certification in the Outdoor Hospitality Education Program (OHEP). The OHEP is provided by the National Association of RV Parks and Campgrounds as a pathway for personal development and improved job performance. Outdoor Hospitality Essentials: A Foundation for Success is also an excellent resource for facility managers for employee training in skills for front-line employees.



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