



Organizational Behaviour in Hotels and Restaurants: An International Perspective

Yvonne Guerrier

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The hospitality sector is one of the largest growing industries in the world. This is reflected in the growing number of academic courses available on the subject. The key element of hospitality management is interaction between the people who work in the industry and the environment in which they work.

Yvonne Guerrier has compiled a state-of-the-art textbook which considers the core elements of organizational behaviour in the hospitality industry with an international perspective. By its very nature, hospitality management is becoming an international topic and as such needs to be studied in this context. The book draws on the available case studies and experiences from around the world in order to develop an understanding of working and living with people from different cultures.

Organizational Behaviour in Hotels and Restaurants will enable you to find the answers to such questions as:

"Why is it a pleasure to work in some organizations and torture to work in others?"

"Why is it sometimes difficult to motivate people to work hard?"

"How can one person persuade people to work together as a team?"

What is the best way of designing an organization structure?"

"How can I persuade my boss to listen to my ideas?"

Students studying hospitality management, hotel management or hotel and catering management at degree level will find this book an invaluable guide to the subject. Students studying for degrees in tourism management, leisure management and retail management will also find much in this book which is of relevance and interest to them.

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