



Professional Management of Housekeeping Operations

By Thomas J. A. Jones

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Now in its fifth edition, Professional Management of Housekeeping Operations is the essential practical introduction to the field, a complete course ranging from key principles of management to budgeting, from staff scheduling to cleaning. With expanded attention to leadership and training, budgeting and cost control, and the increasingly vital responsibility for environmentally safe cleaning, the latest edition of this industry standard also includes new case studies that help readers grasp concepts in a real-world setting.

Instructor's Manual, Test Bank in both Word and Respondus formats, Photographs from the text, and PowerPoint Slides are available for download at www.wiley.com/college

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Professional Management of Housekeeping Operations By Thomas J. A. Jones Bibliography

- Sales Rank: #747815 in Books
- Published on: 2007-10-26
- Original language: English
- Number of items: 1
- Dimensions: 11.28" h x 1.32" w x 8.76" l, 3.00 pounds
- Binding: Hardcover
- 496 pages



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Editorial Review

From the Back Cover

The Most Comprehensive Reference for Housekeeping Operations—Revised and Updated

Now in its fifth edition, *Professional Management of Housekeeping Operations* is the definitive guide to applying management principles to the housekeeping profession. Comprehensive in scope, the book covers such areas as management theory, employee relations, ethics, materials planning, operational planning, facility planning, and other topics that pertain to running a successful housekeeping operation.

From selecting a doormat, to the best mop system for cleaning a bathroom, to interviewing potential employees, *Professional Management of Housekeeping Operations*, Fifth Edition offers detailed information on the best practices that optimize budgets, keep up the highest standards, and create a safe and healthy environment for guests and employees. The ins and outs of both initiating a housekeeping operation and its ongoing management are covered in detail. Enriched with more than 300 photos and illustrations, this Fifth Edition also provides a complete discussion of planning, organizing, and staffing a winning housekeeping operation, including workloads, scheduling, and promoting teamwork.

Revised and updated to reflect the latest developments in the hospitality industry, this Fifth Edition includes:

- Expanded focus on environmental trends affecting housekeeping, including Green Tips sidebars—practical hints for environment-friendly cleaning methods and products
- New Pitfalls in Housekeeping case studies, to stimulate the analytical problem-solving abilities and illustrate the "do's and don'ts" related to housekeeping industry functions
- New Ethical Dilemmas case studies pertaining to ethical issues and concerns facing personnel in the housekeeping department
- Expanded Conclusions show the interconnected nature of the material presented in the chapter with other chapters
- Thought-provoking questions, which have been added to the Executive Profiles so that readers may more closely identify with professionals in the industry and their management practices

For students in hotel and restaurant management and professionals seeking to enhance their management capacities, this book continues to be an indispensable resource for leading a winning housekeeping operation in any establishment, from the smallest bed-and-breakfast to the largest luxury resort.

About the Author

Thomas J.A. Jones is an Associate Professor in the Hotel Management Department of the William F. Harrah College of Hotel Administration at the University of Nevada, Las Vegas.

Users Review

From reader reviews:

Marcy Madison:

What do you consider book? It is just for students because they are still students or it for all people in the world, the actual best subject for that? Just you can be answered for that query above. Every person has different personality and hobby for every other. Don't to be pressured someone or something that they don't wish do that. You must know how great as well as important the book Professional Management of Housekeeping Operations. All type of book could you see on many resources. You can look for the internet sources or other social media.

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