



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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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.

The AHLEI meets and exceed its education and training mission by providing materials for all levels of hospitality personnel via: online learning, distance learning courses, videos, seminars, textbooks, and study guides.

Professional certification from the AHLEI is the ultimate distinction of professional excellence for the hospitality industry. It certifies and validates competencies in conjunction with academia and industry experts for over 35 positions in the hospitality industry; designations from front-line to general manager, including the prestigious CHA - the Certified Hotel Administrator.

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