

Case Scenarios In Hospitality Supervision (Hospitality Management)

By Peter Szende

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Hospitality Management provides case-vignettes that present lifelike scenarios requiring managerial decisions, or actions. The vignettes are organized into eleven sections that reflect challenges hospitality managers are facing while developing people skills. This product can complement any hospitality management curriculum and will reinforce the concepts that students read in their textbooks, and are taught in class.

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Editorial Review

Review
Todays students respond well to this. Three strengths of the product are its timliness, the ready market and the rich source materials that can be adapted. I would readily adopt this.

The author has given sufficient thought and articulated nicely the pedagogical reasons for these learning tools. I concur with the approach., as would any instructor with training in teaching and learning theory and methods. The author correctly proposes using an open-ended format, in which there are no single, correct answers. This stimultaes creative thinking. I would adopt this product for my classes.

I am excited about the possibility of such a piece, since it is something that is not currently available. I agree with the fact that students learn in various ways and it is helpful to use different methods to engage and help students understand the material. Since the topics are so vast, it would seem to work well for four of our current courses instead of using it only for one.

About the Author
Dr. Peter Szende is a faculty member in the School of Hospitality Administration at Boston University. He has 25 years of hospitality management experience, including management training (with Mövenpick in Switzerland and Accor in the UK); public relations management (with Hilton International in Hungary); banquet management and hotel management (with the InterContinental group in Hungary); and hotel and sales management (with an independent Château Hotel in France). For more than eight years, he was employed by Four Seasons Hotels & Resorts and served in various food and beverage management positions in Toronto, Dallas, and Boston. Dr. Szende was born and raised in Budapest, Hungary. His education includes an undergraduate degree in Hotel Administration from the College of Commerce and Hotel Management in Budapest; a graduate degree in Tourism and a doctorate degree in Business Administration with an emphasis in Hotel Marketing from the University of Economic Sciences in Budapest; and a diploma in Hospitality Administration from the Centre International de Glion, in Switzerland.

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