



# Managing Hospitality Human Resources with Answer Sheet (AHLEI) (5th Edition) (AHLEI - Hospitality Supervision / Human Resources)

By Misty Johanson, Michael S. Sciarini, American Hotel & Lodging Association

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Hospitality is a people industry, and this textbook will teach readers how to manage the important human resources who provide services within a hospitality operation. They'll learn how to fulfill the requirements of U.S. employment and workplace laws, and discover the latest strategies for attracting employees, minimizing turnover, and maximizing productivity.

## Topics include:

- The impact of the post-recession economy on recruiting, selection, retention, and turnover
- How companies use social media to learn about job applicants
- The role of technology in performance appraisals
- The latest trends in effective incentive programs and industry benefits
- The changing face of unions and new trends in organizing and collective bargaining
- Social responsibility and sustainability measures, including what companies are doing (and not doing) right

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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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