



VNR's Encyclopedia of Hospitality and Tourism

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This reference covers the vast spectrum of hospitality and tourism industries, concentrating on hotel management, food service management and tourism. Contributors explore not only the basic tenets of each discipline, but also the latest methodology and issues. Tables, charts and figures support discussions throughout the volume. Subjects range from occupancy rates to conventions and franchising in hotel management, through kitchen planning, quality assurance and room service in food service management, to consumer behaviour and global information technology in the tourism section.

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