

(Download pdf) Professional Management of Housekeeping Operations

# Professional Management of Housekeeping Operations

*Thomas J. A. Jones*

*ebooks | Download PDF | \*ePub | DOC | audiobook*



DOWNLOAD



READ ONLINE

#904390 in Books 2007-10-26 Original language: English PDF # 1 11.28 x 1.32 x 8.76l, 3.00 #File Name: 047176244X496 pages | File size: 37.Mb

**Thomas J. A. Jones : Professional Management of Housekeeping Operations** before purchasing it in order to gauge whether or not it would be worth my time, and all praised Professional Management of Housekeeping Operations:

0 of 0 people found the following review helpful. Five StarsBy LouiseLove that my daughter can rent the books for college.. great savings!0 of 0 people found the following review helpful. Great book to study housekeeping operationsBy Shigeyuki TanakaIt's clear and easy to understand. Simply good for students even if they are not native English speakers. I recommend this for everyone who are interested in hotels.0 of 0 people found the following review helpful. Five StarsBy CustomerGreat hotel resort information for coursework.

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](http://www.wiley.com/college)

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 sidebarspractical 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.