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Hospitality Management: People Skills and Manners on and off the Job

Lyn Pont

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Hospitality Management is a career and life reference for both seasoned executives and new hires. This book positions associates to work comfortably in a global environment and to interpret the cultural expectations of their guests. The author, Lyn Pont, PhD, is a motivational public speaker and educator. She is the president and founder of Manners for Business, Inc. In *Hospitality Management* she discusses service, relationships, integrity, communications, personal image, creativity, the bottom line, and so much more. As a story teller, Dr. Pont weaves into the narrative valuable industry history and tales that support a culture of service and personal excellence.

Competition in the hospitality industry is nonstop, and brands are looking for associates who can handle themselves flawlessly both on and off the job. Modern hospitality professionals are correctly concerned about representing their organizations, and themselves, with polish, politeness, confidence, and authority. *Hospitality Management* leads the way by showcasing the soft skills that you can use to amaze your guests with your outstanding attention to customer care.

If you believe in remarkable service and have a passion for this great industry, then *Hospitality Management* will delight you with a treasure chest of hands-on, practical information that will assist you throughout your career.

"Pont's book is a must-read for anyone considering a career in hospitality."

-Isadore Sharp, chairman and founder, Four Seasons Hotels and Resorts

"A refreshing, thorough, and necessary read for anyone dealing with the intricacies of the industry. ... A great training tool for the hospitality industry."

-Arthur J. Torno, vice president, American Airlines, Inc.

"Leave it to business etiquette expert Dr. Lyn Pont to author the most comprehensive guide to providing your guests with the memorable hospitality experience they deserve."

-Martin Yang, master chef, author, food consultant, cooking show and travelogue host

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