

**HOSPITALITY
ESSENTIALS SERIES**



MANAGING PEOPLE IN THE HOSPITALITY INDUSTRY

MICHAEL RILEY

ROUTLEDGE



Contents

List of figures

List of tables

Preface

PART I

Management judgement and decision-making

1 Management judgement and decision-making

2 Personal and organisational knowledge

PART II

People at work

3 The importance of a good start - the psychological contract

4 Motivation

5 Negative behaviour

6 Commitment, job satisfaction and empowerment

7 Group behaviour and teams

8 Understanding attitudes

9 Identity and diversity

10 Organisations and authority

PART III

The economics of labour in hospitality

11 Economics of labour in hospitality

12 Hotel and catering labour markets

13 Throughput management - productivity

14 The measurement of labour turnover and stability

PART IV

Human resource management in practice

15 Administration - the necessary bureaucracy

16 Pay management

17 Appraisal

18 Recruitment and selection

19 Grievance and dispute management

PART V

The wider perspective

- 20 Developing Human Resource Management (HRM) strategies
- 21 Managing in an international environment

PART VI

Development and careers

- 22 Development and careers

Bibliography and further reading

Index