# HOSPITALITY MANAGEMENT AND ORGANISATIONAL BEHAVIOUR

Fourth edition

Laurie J Mullins

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# About the author

Laurie Mullins was a principal lecturer in the Department of Business and Management, University of Portsmouth, where he specialised in teaching Managerial and Organisational Behaviour and Managing People at Work to Business and Hospitality Management students. He has been a regular contributor of numerous articles in a variety of professional journals and is also author of the best-selling *Management and Organisational Behaviour*, published by Financial Times Pitman Publishing.

Laurie has undertaken a range of consultancy work and acted as adviser and tutor for a number of professional and educational bodies. He also has considerable experience as an external examiner for university degree and postgraduate courses, and professional organisations.



Laurie completed a year's academic exchange as visiting professor in the Management Department, University of Wisconsin, USA, and has also given invited lectures to hospitality audiences in Holland and South Africa. Recently, Laurie was invited as a visiting fellow for a semester at the Royal Melbourne Institute of Technology University, Australia.

To my wife, Pamela

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