

Hospitality Case Study On Operations Strategic Planning

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HOSPITALITY CASE STUDY ON OPERATIONS, STRATEGIC PLANNING AND ORGANIZATIONAL BEHAVIOR Matt A. Casado Northern Arizona University FLAGSTAFF, ARIZONA, U.S.A. Abstract This paper is about a real-life case study applicable to hospitality higher education settings. It describes the method to be used in the classroom to provide students with the

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Operations management in tourism and hospitality refers to the work done in the different fields of hotel industry. Jobs in the hospitality industry, such as hotels, restaurants, catering, resorts and casinos as well as other hospitality positions that deal with tourists generally, refers to hospitality. Hospitality involves the relationship process between the hotel and a guest and the act of being hospitable, such as guest reception and entertainment with friendliness, goodwill and liberality.

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The HNC in Hospitality Operations (SCQF level 7) develops knowledge and skills in core areas of hospitality operations such as food and beverage service, food hygiene, supervision, and financial control systems. It also provides the opportunity to complete more specialist units in, for example, accommodation operations, front office management, specialist food and beverage services, and events and conferences.

~~HNC Hospitality Operations – SQA~~

This field of study encompasses the management of restaurants, hostels, travel agencies, theatres and several other similar organizations in the hospitality industry. This course requires lots of practical knowledge but the assignment test is student planning part on the imaginary land that not assess the student well as per its talent.

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