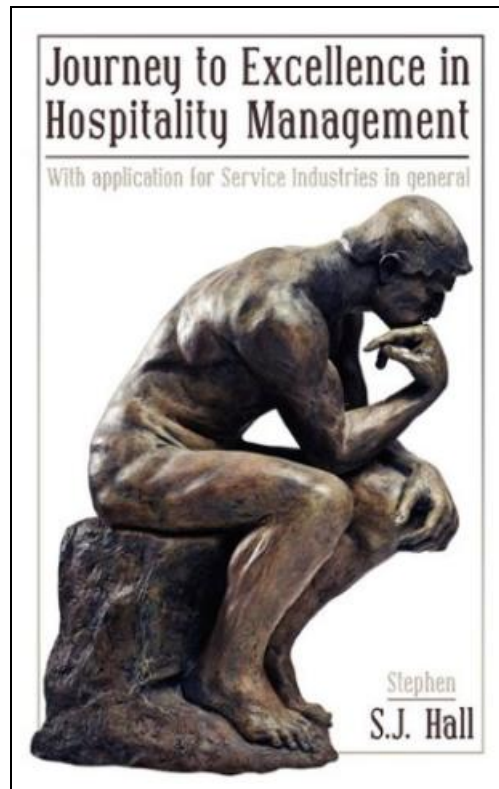


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Dog Ear Publishing, United States, 2010. Paperback. Condition: New. Language: English . Brand New Book ***** Print on Demand *****.Mr. Hall is a 1956 graduate of the School of Hotel Management at Cornell University after which he served two years as a Marine Corps Officer. He also holds an MBA with high honors from Michigan State as well as a Master's degree in Divinity from Harvard. His work experience includes the Director of Operations Support for ITT Sheraton Corporation as well as the Vice President for Administration at Harvard University. As a consultant he implemented the Quest for Quality for the American Hotel and Lodging Association He has taught Quality Assurance and Ethics at several universities including Cornell, New Hampshire, The Institut de Management Hotelier International in France and Glion in Switzerland where he also served as Director of Studies. He has published 2 books - Quality Assurance in the Hospitality Industry with the American Society for Quality Control and Ethics in Service and Tourism with the Educational Institute of AHLA. In today's increasingly complex and global service environment, excellence is often an elusive goal. Stephen Hall provides direction by proposing that excellence is every employee's responsibility, and that it can be achieved by focusing on the dual challenges of quality and ethics. His ideas are clear, innovative, and timely. He has written a book that will be of great value to all hospitality professionals as they strive to act with integrity and consistency, and as they work together to meet the high standards they set for themselves. This book is relevant to industry practitioners and hospitality management students alike, as it highlights the role ethical practice plays in creating successful organizations. Michael D. Johnson, Dean, E.M. Statler Professor School of Hotel Administration, Cornell University.



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