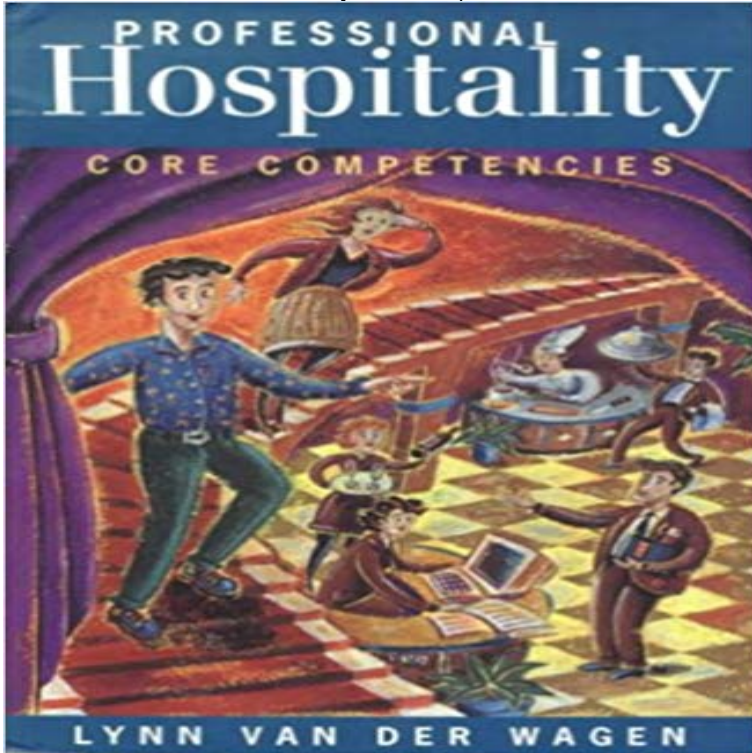


Professional Hospitality: Australian Core Competencies



This text provides an introduction to the hospitality industry. It should be useful for introductory vocational education courses based on the Hospitality Industry National Competency Standards as detailed in the ANTA/TTA Hospitality Training Package. The book is divided into five sections: the industry, the people, the service, the systems and careers. Key features include a strong focus on providing quality service, working with colleagues and customers in a socially and culturally diverse environment, and using feedback for improving customer satisfaction. Systems for health, safety and food hygiene are also included, as well as a chapter on maintaining green premises. The final section provides sound advice on career planning and preparing for job interviews.

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