

## Managerial Competence Within The Hospitality And Tourism Service Industries Global Cultural Contextual Analysis Hardcover

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Research within Questia's collection of full-text, peer-reviewed online articles from Journal of Tourism Challenges and Trends, vol. 1, issue 1 (January) Managerial Competence within the Hospitality and Tourism Service Industries: Global Cultural Contextual Analysis.

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Above all else, the one thing that can make or break you in hospitality is your ability to meet customer expectations. Whether you are simply serving drinks or running an entire hotel, it ' s your job to ensure that your customers are having a great time and that they have nothing to worry about.

Top 10 Skills Needed for the Hospitality Industry  
Table of Contents Chapter One Intercultural Communication Competence and Managerial Functions within the Australian Hospitality and Tourism Industries 1.1 Statement of the Research problem 1 1.2 Cultural Diversity within Australian Society and Its Organisations with Reference to the Australian Hospitality and Tourism Industries 5 1.3 Cultural Diversity and Managerial Functions in Australia 6 1 ...

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This research attempted to identify core competencies that are important to the success of future managers in the hospitality industry. A total of 296 usable questionnaires collected from hospitality managers and students in the Southeastern United States were used for analysis. Factor analysis generated six dimensions of core competencies: hospitality skills, interpersonal skills, supervisory skills, food and beverage management skills, leadership, and communication skills.