Acknowledgments

The author wishes to acknowledge the following professors who provided insightful reviews of individual chapters of this and previous editions. Without your concern and thoughtful commentary, this effort for our students would not have been possible: Thomas Jones, University of Nevada at Las Vegas; Robert McMullin, East Stroudsburg State University; and James Reid, New York City Technical College.

I would like to express my appreciation to the following hospitality professionals who provided commentary for the Hospitality Profiles included in this third edition: Dulcie Baker, director of sales, Tide Water Inn, Easton, Maryland; Kevin Corprew, director of rooms operation, Marriott, Overland Park, Kansas; Michael DeCaire, food and beverage manager, Houston Hilton, Houston, Texas; Doug Gehret, director of rooms, Waldorf= Astoria, New York City; Charles Gellad, general manager, Homewood Suites, Alexandria, Virginia; Greg Goforth, general manager, Best Western Merry Manor, South Portland, Maine; James Heale, controller, Sheraton Reading Hotel, Wyomissing, Pennsylvania; Lee Johnson, director of corporate sales, Pier 5 Hotel and Brookshire Suites, Inner Harbor, Baltimore, Maryland; John Juliano, director of safety and security, Royal Sonesta Hotel, Cambridge, Massachusetts; Eric Long, general manager, Waldorf=Astoria, New York, New York; Joseph Longo, general manager, The Jefferson Hotel, Richmond, Virginia; Patrick Mene, vice president of quality, The Ritz-Carlton Hotel Company, L.L.C.; Thomas Norman, C.H.A., general manager, Holiday Inn Grenada, Grenada, Mississippi; Randy Randall, general manager, Eldorado Hotel, Santa Fe, New Mexico; Todd Sheehan, managing partner, Lincoln Plaza Hotel & Conference Center, Reading, Pennsylvania; and Mike Schofield, general manager, Holiday Inn Express, Salem, Oregon.

One additional acknowledgment is offered to Dr. Trish Welch of Southern Illinois University, who was instrumental in the first edition of *Hotel Front Office Management*. Her words of support to Van Nostrand Reinhold for the initial prospectus and sample chapter are still greatly appreciated.