MANAGING QUALITY SERVICE IN HOSPITALITY

How Organizations Achieve Excellence in the Guest Experience



Managing Quality Service in Hospitality

How Organizations Achieve Excellence in the Guest Experience

ROBERT C. FORD, Ph.D.

UNIVERSITY OF CENTRAL FLORIDA

MICHAEL C. STURMAN, Ph.D.

CORNELL UNIVERSITY

CHERRILL P. HEATON, Ph.D.

UNIVERSITY OF NORTH FLORIDA



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