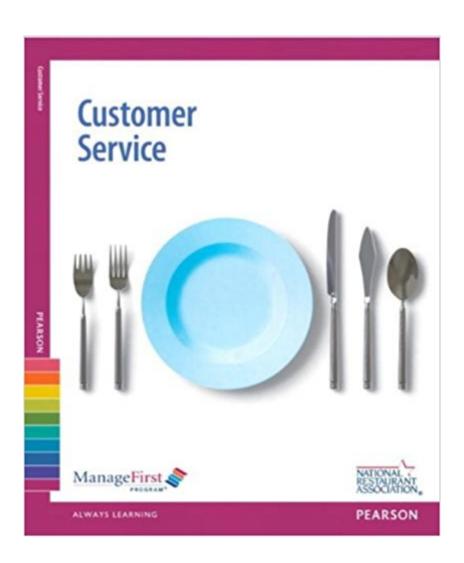


The book was found

ManageFirst: Customer Service With Answer Sheet (2nd Edition)





Synopsis

This text focuses on CUSTOMER SERVICE topics. It includes essential content plus learning activities, case studies, professional profiles, research topics and more that support course objectives. Ã Â The text and exam are part of the ManageFirst Program Â® from the National Restaurant Association (NRA). This edition is created to teach restaurant and hospitality students the core competencies of the Ten Pillars of Restaurant Management. The Ten Pillars of Restaurant Management is a job task analysis created with the input and validation of the industry that clearly indicates what a restaurant management professional must know in order to effectively and efficiently run a safe and profitable operation. The ManageFirst Program training program is based on a set of competencies defined by the restaurant, hospitality and foodservice industry as those needed for success. This competency-based program features 10 topics each with a textbook, online exam prep for students, instructor resources, a certification exam, certificate, and credential. The online exam prep for students A A is available with each textbook and includes helpful learning modules on test-taking strategies, practice tests for every chapter, a comprehensive cumulative practice test, and more! A A This textbook includes an exam answer sheet to be used with the paper-and-pencil version of the ManageFirst certification exam.

Book Information

Series: ManageFirst

Paperback: 240 pages

Publisher: Pearson; 2nd edition (August 16, 2012)

Language: English

ISBN-10: 0132179326

ISBN-13: 978-0132179324

Product Dimensions: 8.4 x 0.4 x 10.7 inches

Shipping Weight: 1 pounds (View shipping rates and policies)

Average Customer Review: 3.8 out of 5 stars 7 customer reviews

Best Sellers Rank: #66,893 in Books (See Top 100 in Books) #88 in Â Books > Business &

Money > Marketing & Sales > Customer Service #130 inà Â Books > Textbooks > Business &

Finance > Human Resources #175 in A A Books > Business & Money > Industries > Hospitality,

Travel & Tourism

Customer Reviews

We ordered the Customer Service 2nd Edition PAPERBACK BOOK (240 pages) and all of what we

received was a little carboard booklet with the Online Exam Prep access code that was inside an envelope big enough to fit a book. We ordered it ahead of time so that my mother could read the first 50 pages for her quiz next week. She requires the extra time being an ESL student. Not only did the package arrive late, but it also was missing the book ENTIRELY as apparently someone at Apex Media was not paying attention when putting the mail order together. I'm deeply disappointed in such a careless mistake on their part, however upon calling they were kind enough to understand and provided a full refund. Although now she won't have her book until a day and a half before her quiz (mind you, a day and a half is not very long for an ESL student to read 50 pages of text), I understand mistakes happen.

The book is horribly overpriced and the info inside is so-so. This was a mandatory purchase for a class and the instructor said "the only reason you purchased this book was for the answer sheet". With the exception of removing the scan tron, I never once opened the book.

This book covers all the basics of the service industry. It has some thought provoking case studies and some basic information that would help anyone from a server to a manager. I had to use it for class and I have no complaints. Not a fun novel but definitely not as a dry as your average textbook.

Just what we needed

Has everything I need in it.

This book was purchased for my daughters culinary classes in college, she has no complaints about them, it is what she needed.

good

Download to continue reading...

ManageFirst: Principles of Food and Beverage Management with Answer Sheet (2nd Edition)
(Managefirst Program) ManageFirst: Customer Service with Answer Sheet (2nd Edition) Controlling
Foodservice Costs with Answer Sheet, ManageFirst Program, 2nd Edition ManageFirst: Nutrition
with Answer Sheet (2nd Edition) ManageFirst: Principles of Food and Beverage Management
(Managefirst Program) How to contact customer service by phone and website -: (customer
service phone, Screenshots included for website! BONUS AT THE END) Customer Service: Career

Success Through Customer Loyalty (6th Edition) The Food Service Professional Guide to Controlling Restaurant & Food Service Operating Costs (The Food Service Professional Guide to, 5) (The Food Service Professionals Guide To) The Service Culture Handbook: A Step-by-Step Guide to Getting Your Employees Obsessed with Customer Service Blank Sheet Music - 12 Staves: Blank Sheet Music Paper / Music Sheet Music / Sheet Music Notebook (Volume 59) Blank Sheet Music - 12 Staves: Blank Sheet Music Paper / Music Sheet Music / Sheet Music Notebook - Vintage / Aged Cover (Volume 6) Food Service Menus: Pricing and Managing the Food Service Menu for Maximun Profit (The Food Service Professional Guide to Series 13) Civil Service Exam Secrets Study Guide: Civil Service Test Review for the Civil Service Examination (Mometrix Secrets Study Guides) Start Your Own Senior Services Business: Adult Day-Care, Relocation Service, Home-Care, Transportation Service, Concierge, Travel Service (StartUp Series) Be Our Guest: Revised and Updated Edition: Perfecting the Art of Customer Service (The Disney Institute Leadership Series) Blank Sheet Music - 12 Staves: Music Staff Paper / Sheet Music Book / Music Sheet Notes/ Musicians Notebook - Vintage / Aged Cover (Volume 2) Blank Sheet Music: (Large Print) - 8.5x11 - 12 Stave Blank Sheet Music Paper - Music Manuscript Notebook - Blank Staff Paper - 104 Pages (Composition ... Paper) Vol.7: Blank Sheet Music Notebook Blank Piano Sheet Music: (8.5 by 11) Large Print - Music Manuscript Notebook - (Composition Books - Music Manuscript Paper - Piano Sheet Music) Blank ... For Piano 104 Pages Vol.9: Blank Sheet Music Be Our Guest: Perfecting the Art of Customer Service (Disney Institute Book, A) Raving Fans: A Revolutionary Approach To Customer Service

Contact Us

DMCA

Privacy

FAQ & Help