



# Star Quality Hospitality: The Key to a Successful Hospitality Business

*Monica Or*

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## **Star Quality Hospitality: The Key to a Successful Hospitality Business** Monica Or

If you are an independent hotelier or restaurateur wanting to know how to run an even more successful business, this book will take you on a journey of discovery as it:

- \* Welcomes you into the world of hospitality
- \* Unlocks the secrets of the business of hospitality
- \* Explains how customers are your lifeline, focusing on suppliers, staff and guests
- \* Highlights key industry trends that must be a part of your business strategy
- \* Shows you how to measure your business success to remain profitable

Discover the common mistakes that are made by hospitality owner/managers, from business structure through to service delivery, and read a host of practical tips and checklists that can be implemented immediately to resolve them. The solutions offered will produce optimum results which will in turn increase your profitability.

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