



# **Managing Service in Food and Beverage Operations with Answer Sheet (AHLEI) (4th Edition) (AHLEI - Food and Beverage)**

*Ronald F. Cichy Ph.D. NCE CHA, Philip J. Hickey, American Hotel & Lodging Association*

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**Managing Service in Food and Beverage Operations** shows students how food service professionals create and deliver guest-driven service; enhance value, build guest loyalty, and promote repeat business; and continuously improve the process of providing excellent service. Students will learn how every aspect of a food service operations contributes to the guest experience and will explore unique features of a variety of food and beverage operations.

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