



Clarion Review

BUSINESS & ECONOMICS

Hospitality Management: People Skills and Manners On and Off the Job

Lyn Pont

iUniverse

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Four Stars (out of Five)

Hospitality Management equips people for success in a difficult but rewarding field.

Hospitality Management: People Skills and Manners On and Off the Job, by Lyn Pont, is a comprehensive look at how to be truly successful in the hospitality field.

The book is organized into chapters that focus on practical topics from basics such as wardrobe, to complex ideas like business correspondence (which, of course, seems simple at first), to intensely important issues like hosting people from other cultures or people who have disabilities.

The book is full of guidelines and advice, but the final chapter addresses head-on the finesse that seems to be the undercurrent of earlier chapters. It's not enough to simply do the correct things; to succeed, one must have creativity—"common sense and uncommon savvy."

The cover tagline, "Because Manners Make Money," is where the rubber meets the road for people in the hospitality industry. But the author's approach is fully genuine. The management style presented in the book is founded on respect for the customer—every customer. Pont's opening advice fully captures this idea: "Assume that people will do what's right and always listen with kindness."

The pacing of the book is wonderful. Pont gives each idea its due weight and needed depth of explanation, but she knows she's talking to busy professionals, so content keeps moving forward. Frequent lists and headings are tools she uses to do this, along with clear, concise sentences.

Pont's voice is professional and friendly, like a mentor or coach. Her knowledge and enthusiasm are the heart of the book. She clearly loves what she does, and that's contagious. She makes people want to learn and grow and do well at their jobs. While she addresses challenges,

there's never a hint of the griping and bitterness that can seem so prevalent in customer-service professions.

This book is an effective overview and preparation for those new to the field, but even hospitality veterans will find new and reinforcing ideas to help them develop professionally. While this book focuses on the wide array of skills needed in one specific field, the breadth of advice lends itself to a broader audience in other customer service and management professions.

The reference section and index make this book easy to maneuver when specific situations arise. The cover is straightforward and professional.

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Melissa Wuske