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ManageFirst: Hospitality Human Resources Management & Supervision With Answer Sheet (2nd Edition)



Synopsis

This text focuses on HUMAN RESOURCES MANAGEMENT & SUPERVISION topics. It includes essential content plus learning activities, case studies, professional profiles, research topics and more that support course objectives. The text and exam are part of the ManageFirst Program® 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 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! This textbook includes an exam answer sheet to be used with the paper-and-pencil version of the ManageFirst certification exam.

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Customer Reviews

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my college here's what the syllabus said:"You will need to have the Official NRA Paper Examination Answer Form to be eligible to receive the NRA Certification for this class. If the NRA Certification is not of importance to you, I will furnish a photocopy of the Exam Form, which can not be submitted to the NRA, to be used for just the class grade. In this case you can purchase a used 2nd Edition of the text which will likely not have the exam form in it. "So if you don't care about the NRA certification you should check with your professor to see if a photocopied from can be used, then you can buy this book used for like 20 dollars. The answer sheet if its not included in your book will be about 40 dollars (yes they charge 40 dollars for a piece of paper) so you will not save anything getting a used book and a new sheet.

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