



Human Resources in the Foodservice Industry: Organizational Behavior Management Approaches

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Get up-to-date research and innovative management strategies

Organizational behavior and human resource management are fundamental aspects in the profitability of any foodservice business. *Human Resources in the Foodservice Industry: Organizational Behavior Management Approaches* examines the latest research critical in understanding individual behavior and group dynamics. This resource provides researchers and practitioners with a clear view of human capital in a competitive global marketplace—with various possible managerial solutions to increase efficiency, employee and consumer satisfaction, and organizational success. Experts from around the world and diverse backgrounds discuss up-to-date empirical research, unique insights, and effective management strategies.

As people across the country continue to spend more and more of their food dollars outside of the home every year, foodservice businesses must adapt to evolving consumer behavior and control the management of expenditures—including human resources—to be profitable. *Human Resources in the Foodservice Industry: Organizational Behavior Management Approaches* discusses in detail this essential part of managing organizational strategy in foodservice operations. From macro perspectives and the effects of globalization to approaches to managing a diverse workforce, this unique text examines the data, the strategies, and the theories to best help your people become more productive while making foodservice businesses profitable. The book contains extensive references and several figures, tables, and charts to clearly illustrate ideas.

Topics in *Human Resources in the Foodservice Industry: Organizational Behavior Management Approaches* include:

- a theoretical framework for management development for chain restaurant operations
- the legal, business, and ethical issues in setting language policies for personnel
- language barriers—and the impact on job satisfaction, performance, and turnover
- increasing performance to better monitor food temperature
- the efficacy of restaurant sales incentives
- cultural differences in collaborative ventures
- four mechanisms to spur employees to provide better customer service
- an empirical study on restaurant cooks' locus of control, job satisfaction, work stress, and turnover intentions
- the perceptions of quick-service-restaurant managers regarding older workers
- comparison study of intern experiences in the United Kingdom and India

Human Resources in the Foodservice Industry: Organizational Behavior Management Approaches is an insightful resource for researchers, practitioners of all types, educators, and students.

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