



# **Quality Management in Hospitality Industry**

**Elizabeth Morgan**

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Edited by  
**Elizabeth Morgan**



Quality Management in Hospitality Industry  
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ISBN: 978-1-63549-877-6 (Paperback)

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 **Larsen & Keller**

Published by Larsen and Keller Education,  
5 Penn Plaza,  
19th Floor,  
New York, NY 10001, USA

#### **Cataloging-in-Publication Data**

Quality management in hospitality industry / edited by Elizabeth Morgan.  
p. cm.

Includes bibliographical references and index.

ISBN 978-1-63549-877-6

1. Hospitality industry--Quality control. 2. Total quality management. I. Morgan, Elizabeth.

TX911.3.Q34 Q83 2018

647.940 685--dc23

00077913

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The publisher's policy is to use permanent paper from mills that operate a sustainable forestry policy. Furthermore, the publisher ensures that the text paper and cover boards used have met acceptable environmental accreditation standards.

Printed and bound in China.

For more information regarding Larsen and Keller Education and its products, please visit the publisher's website [www.larsen-keller.com](http://www.larsen-keller.com)

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## Permissions

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# Quality Management in Hospitality Industry

## About the Book

Quality management is a holistic approach towards the goods and services being offered by any business firm. It focuses on the end-product as well as the processes and means involved in achieving it. Quality management plays a crucial role in the hospitality industry. It helps in regulating all the varied sectors of hospitality such as housekeeping, food service, front desk, facility management, etc. This textbook elaborates the various sectors of the hospitality industry in which quality management is applied and the processes to regulate quality. It will serve as a reference to all those associated with the hospitality industry at various levels.

## About the Editor

Elizabeth Morgan pursued her MSc in Total Quality Management and Organisational Excellence from Sheffield Hallam University, United Kingdom. Her primary areas of scholarly and research interests lie in the fields of quality management in food service and hospitality. She is a prolific writer and her works have been published worldwide. Morgan was also awarded the "Dean's Award for Distinguished Teaching" for her outstanding contribution to the student community in the field of hospitality management.

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ISBN 978-1-63549-877-6



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