

Certificate in Hotel Operations 2018 Reading List

Author	Title	Year/Edition	Publisher	Book No. & DDC No.
TAYLOR, SHIRLEY	COMMUNICATION FOR BUSINESS: A PRACTICAL APPROACH	2005/4 th ed.	PEARSON	B 09551 651.7 TAY
SIDHU, KULWINDR KAUR	PUBLIC SPEAKING AND PRESENTATION SKILLS	2005/7 th ed.	UNIVERSITY OF MALAYA PRESS	B 11 530 808.5 SID
Silvis, Carol	Presentation Skills	2014	Cengage Learning PTR	SEGISphere ProQuest Ebook Central
DEVITO, JOSEPH A	THE INTERPERSONAL COMMUNICATION BOOK	2016/14 th ed.	PEARSON	B 12 474 302.2 DEV
MILLER, KATHERINE	ORGANIZATIONAL COMMUNICATION: APPROACHES AND PROCESSES	2006/4 th ed.	THOMSON	B 08577 658.4 MIL
Gillis, Tamara and IABC	The IABC Handbook of Organizational Communication: a Guide to Internal Communication, Public Relations, Marketing, and Leadership	2011	John Wiley & Sons	SEGISphere ProQuest Ebook Central
LOCKER, KITTY O. & KACZMAREK, STEPHEN KYO	BUSINESS COMMUNICATION: BUILDING CRITICAL SKILLS	2016/6 th ed.	MCGRAW-HILL	B 12 478 651.7 LOC
GISSLEN, WAYNE	PROFESSIONAL COOKING	2011/7 th ed.	JOHN WILEY & SONS	B 08682 641.57 GIS
GISSLEN, WAYNE	PROFESSIONAL COOKING	2105/8 th ed.	JOHN WILEY & SONS	B 12 122 641.57 GIS
THE CULINARY INSTITUTE OF AMERICA	THE PROFESSIONAL CHEF	2011/9 th ed.	WILEY	B 12 551 641.57 PRO B 12 133 641.57 PRO
Hales, Jonathan & Hoof, Hubert	Accounting and Financial Analysis in the Hospitality Industry ISBN : 978-0132458-665			On order from EMO
BERRY, AIDAN & JARVIS, ROBIN	ACCOUNTING IN A BUSINESS CONTEXT	2011/5 th ed.	CENGAGE	B 12 530 657 BER

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WAN MADZNAH WAN IBRAHIM	PRINSIP PERAKAUNAN	2007	OXFORD FAJAR	B 02162 657.076 WAN
WALKER, JOHN R.	INTRODUCTION TO HOSPITALITY	2009/5th ed.	PEARSON	B 08680 647.94 WAL
JONES, PETER (EDITED BY)	INTRODUCTION TO HOSPITALITY OPERATIONS: AN INDISPENSABLE GUIDE TO THE INDUSTRY	2002/2nd ed.	CENGAGE	B 09358 647.94068 INT B 07197 647.94068 INT
BARROWS, CLAYTON W. & POWERS, TOM	INTRODUCTION TO MANAGEMENT IN THE HOSPITALITY INDUSTRY	2009/9 th ed.	JOHN WILEY & SONS	B 08753 647.94068 BAR
GOELDNER, CHARLES R. & RITCHIE, J. R. BRENT	TOURISM: PRINCIPLES, PRACTICES, PHILOSOPHIES	2012/12 th ed.	JOHN WILEY & SONS	B 12 264 647.94 GOE
SHELLY, GARY B.; CASHMAN, THOMAS J. & VERMAAT, MISTY E.	MICROSOFT OFFICE 2007: INTRODUCTORY CONCEPTS AND TECHNIQUES	2010	COURSE TECHNOLOGY	B 11 609 005.5 SHE
FREUND, STEVEN M.	MICROSOFT OFFICE 365/OFFICE 2016 : INTRODUCTORY	2016	CENGAGE LEARNING	B 12 560 005.5 MIC
COX, JOYCE; LAMBERT, JOAN & FRYE, CURTIS	STEP BY STEP: MICROSOFT OFFICE PROFESSIONAL 2010	2011	MICROSOFT PRESS	B 11 838 005.5 COX
BARDI, JAMES A.	HOTEL FRONT OFFICE MANAGEMENT	2008/4 th ed.	JOHN WILEY & SONS	B 09046 647.94068 BAR
BARDI, JAMES A.	HOTEL FRONT OFFICE MANAGEMENT	2011/5 th ed.	JOHN WILEY & SONS	B 12 549 & B 11 770 647.94068 BAR
LILLICRAP, DENNIS & COUSINS, JOHN	FOOD AND BEVERAGE SERVICE	2006/7 th ed.	HODDER EDUCATION	B 09351 647.95 LIL

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COUSINS, JOHN; FOSKETT, DAVID & GILLESPIE, CAILEIN	FOOD AND BEVERAGE MANAGEMENT	2002/2 nd ed.	PRENTICE HALL	B 09290, B 08739, B 08738 647.95068 COU
WALKER, JOHN R.	THE RESTAURANT: FROM CONCEPT TO OPERATION	2014/7 th ed.	JOHN WILEY & SONS	B 12 222 647.95068 WAL
Ridgwell, Jenny	Examining Food and Nutrition for GCSE ISBN 978-0-435-420-71-0			On order from EMO
RODAY, SUNETRA	FOOD HYGIENE AND SANITATION WITH CASE STUDIES	2011/2 nd ed.	MCGRAW-HILL	B 12 228 647.024 ROD
DRUMMOND, KAREN EICH & BREFERE, LISA M.	NUTRITION FOR FOODSERVICE AND CULINARY PROFESSIONALS	2014/8 th ed.	JOHN WILEY & SONS	B 12 187 647.94 DRU
Casado, Matt A.	Housekeeping Management			On order from EMO
JONES, THOMAS J. A.	PROFESSIONAL MANAGEMENT OF HOUSEKEEPING OPERATIONS	2008/5 th ed.	JOHN WILEY & SONS	B 09748 647.94092 JON B 08859
RAGHUBALAN, G. & RAGHUBALAN, SMRITEE	HOTEL HOUSEKEEPING: OPERATIONS AND MANAGEMENT	2014/2 nd ed.	OXFORD HIGHER EDUCATION INDIA	B 12 178 647.94 RAG
WADE, DONALD	SUCCESSFUL RESTAURANT MANAGEMENT FROM VISION TO EXECUTION	2005	THOMSON	B 07466 On order from EMO for 2 more copies
KOTLER, PHILIP; BOWEN, JOHN T. & MAKENS, JAMES C.	MARKETING FOR HOSPITALITY AND TOURISM	2014/6 th ed.	PEARSON	B 12 260 On order from EMO for 2 more copies of the 7 th ed.
REID, ROBERT D. & BOJANIC, DAVID C.	HOSPITALITY MARKETING MANAGEMENT	2010/5 th ed.	JOHN WILEY & SONS	B 08659 647.950688 REI
KOTLER, PHILIP & ARMSTRONG, GARY	PRINCIPLES OF MARKETING	2016/16 th ed. Global ed.	PEARSON	B 12 461 658.8 KOT B 12 273

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Heppell, Michael	Five Star Service: How To Deliver Exceptional Customer Service			On order from EMO for 3 copies
ROWSON, PAULINE	SUCCESSFUL CUSTOMER SERVICE	2009	CRIMSON	B 08847 658.812 ROW
Traster, Daniel	Foundation of Menu Planning ISBN 9780138025106			On order from EMO for 3 copies
MCVETY, P. J.; WARE, BRADLEY J. & WARE, C. L.	FUNDAMENTALS OF MENU PLANNING	2009/3 rd ed.	JOHN WILEY & SONS	B 08669 642.5 MCV B 08764
DRYSDALE, JOHN A. & GALIPEAU, JENNIFER A.	PROFITABLE MENU PLANNING	2009/4 th ed.	PEARSON	B 08652 642.5 DRY B 08760