
HOTEL MANAGEMENT AND OPERATIONS

f o u r t h e d i t i o n

Edited by

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Endowed Chair Emeritus

School of Hospitality Business Management

Washington State University

Michael J. O'Fallon, Ph.D.

Hospitality and Tourism Management

College of Business

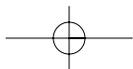
James Madison University



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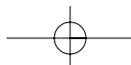
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DEDICATION

≡≡≡ The fourth edition of *Hotel Management and Operations* is hereby dedicated to all of those hospitality students who have enriched the lives of their guests by continuing to learn beyond their formal education. It is these professionals who constantly strive to find even better ways to give the gift of friendship. All the best to you.

D.G.R. and M.J.O'F 2005

