

# ACKNOWLEDGMENTS

---

I sort of thought that by the time I reached the fourth edition, the project would have become easier. Well, it hasn't. The challenges of continual improvement—finding challenging and interesting material, presenting it in interesting ways, and trying to choose material that will transcend unanticipated events—get harder, not easier. While making the book was a team effort involving a wide range of professionals, all of its flaws, and there probably are more than a few, are solely my responsibility.

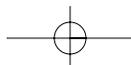
First of all, the authors of the various pieces included here who knowingly or unknowingly have contributed their thoughts, research, ideas, opinions, and expertise to this exercise in critical thinking about hotel departmental operations deserve recognition. Without the rich mixture of interest and talent extant in the hospitality profession and its educational establishment today, this collection of readings would not have been possible. It is my great good fortune that my

friends, colleagues, and former students could devote the time they did to contribute to this project. My badgering, cajoling, begging, and bribing aside, I think we're all still friends.

I want to particularly salute those who crafted custom pieces for this edition and those professionals who contributed "Day in the Life" and "As I See It" pieces. They have made this edition a richer and more user-friendly book. They also add a view of the real world that has been missing.

The support and encouragement of my colleagues at Washington State University was critical. Terry Umbreit, Director of the School of Hospitality Business Management, and a whole bunch of students all contributed to the success of this project with advice, counsel, and suggestions.

My good friend, colleague, and production assistant, Lillian Sugahara Jesse, helped me tremendously. Her magic with the computer literally saved this project by translating many files created in Adobe PDF or PageMaker for



Macintosh to something I could edit in Word. Because she kept accurate files of the manuscript of previous editions, we were able to overcome the problems attendant to the transfer of the project from Van Nostrand Reinhold to John Wiley & Sons. Lillian, you are the greatest.

Melissa Oliver, my editor at Wiley, provided needed support regarding material previously published by Wiley, and her willingness to discuss some of my off-the-wall ideas have truly made this a better project. Thanks, Melissa.

My wife and best friend, Sandy Sweeney, continues to provide the encouragement, support, and understanding she always does on big writing projects. Her understanding is particularly important when I disappear to work on “the book” when we could be doing other, more fun things. As with past editions, she does understand the rhythms of an author’s life and endures losing me to “the book” with style and grace. The last two times I did this, we were moving—and surprise—it is happening again. I retired from Washington State

University after 26 years in May 2004. We are in the process of building our retirement home in Port Townsend, Washington, and will be moving in July 2005, shortly after the book is due at the publisher. Building a house long distance has its own challenges, and with “the book,” we have had to rely on Sandy for a lot of decisions. I love you, Sandy.

I also want to acknowledge the capable assistance of my colleague and former student, Michael O’Fallon. He is the author of the instructor’s manual. Michael will co-author this and the next edition, after which the project will be all his.

*Denney G. Rutherford*

Spokane/Port Townsend, Washington  
2005

