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The ManageFirst Program, created by the National Restaurant Association Educational Foundation (NRAEF) and managed nationally by National Restaurant Association Solutions, is a management development program that

equips students with the key competencies they need to begin or advance their management careers in our demanding industry. ManageFirst has been adopted by more than 350 colleges and universities (click to find a school near you) and in a variety of restaurant and foodservice ...

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ManageFirst: Hospitality Human Resources Management ...

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Four modules focus specifically on human resource management issues and nine deal with general management principles relevant to human resource management practice. The first HRM module is a general introduction to the subject and this is then followed by specialist modules on Performance Management and Reward, Talent Sourcing and Career Management and Employment Relations and Engagement.

Management and Human Resource Management MSc

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Restaurant Management is a job task analysis created with the input and validation of the industry that clearly indicates what a restaurant management professional must know in order to effectively and efficiently run a safe and profitable operation. The ManageFirst Program training program is based on a set of competencies defined by the restaurant, hospitality and foodservice industry as those needed for success. This competency-based program features 10 topics each with a textbook, online exam prep for students, instructor resources, a certification exam, certificate, and credential. The online exam prep for students is available with each textbook and includes helpful learning modules on test-taking strategies, practice tests for every chapter, a comprehensive cumulative practice test, and more! This textbook includes an online testing voucher to be used with the online version of the ManageFirst certification exam.

The NRAEF is introducing a new program as part of its strategic focus on recruitment and retention. This new management training certification program is based on a set of competencies defined by the restaurant, foodservice and hospitality industry as those needed for success. NRAEF ManageFirst Program leads to a new credential, ManageFirst Professional (MFP), which is part of our industry career ladder. This competency-based program includes 12 topics, each with a competency guide, exam, instructor resources and certificate. Students earn a certificate for each exam passed. The topics and exams are aligned to typical on-campus courses. For example, the Controlling Foodservice Costs Competency Guide is designed to align with a Cost Control or Operations Management course. Competency Guides and Textbooks: Most guides are 150-200 pages in length and are designed to be used with traditional textbooks for each course area. Each guide contains the essential content for that topic, learning activities, assessments, case studies, suggested field trips & research projects, professional profiles and testimonials. Instructor resources are available electronically and include competency guide content, notes indicating points to be emphasized, recommended activities and discussion questions, and answers to all activities and case studies. Exams: Exams accompany each topic covered in the competency guides. Pencil and paper and online exam formats are offered. They typically are proctored on campus at the end of a course by faculty. Certificates: The NRAEF provides a certificate to students upon successfully passing each exam. The certificates are endorsed by the NRAEF and feature the student's name and the exam passed. The certificates are a lasting recognition of a student's accomplishment and a signal to the industry that the student has mastered the competencies covered within a particular topic. Credential: Upon successful completion of five NRAEF ManageFirst Program exams (including three predefined core topics, one foundation topic, and ServSafe Food Safety) a student is awarded the NRAEF ManageFirst Professional (MFP) credential. There is no additional charge for the credential. The program is targeted at the academic community. The program is flexible for use at two-year or four-year restaurant, foodservice and hospitality programs, proprietary schools and technical/vocational career education schools.

A comprehensive guide to managing human resources in the hospitality industry Managing human resources in the hospitality industry presents special challenges, including highly diverse employee backgrounds and roles, an ever-present focus on guest services, and organizational structures that often diverge from generic corporate models. By making such industry-specific concerns the cornerstone of its approach, "Human Resources Management in the Hospitality Industry" provides the definitive guide to successfully employing people in a hospitality organization. The book approaches hospitality human resource (HR) management as a decision-making practice that affects the performance, quality, and legal compliance of the hospitality business as a whole. Beginning with a foundation in the hospitality industry, employment law, and HR policies, the coverage includes recruitment, training, compensation, performance appraisal, environmental and safety concerns, ethics and social responsibility, and special issues. Throughout the book, "Human Resources Management in the Hospitality Industry" focuses on unique HR dilemmas faced by managers in the hospitality industry, including: Understanding the needs of a broad employee group, from hourly workers with tip credit eligibility questions to high-level accountants ensuring Sarbanes-Oxley compliance How hospitality managers who must act as one-person HR departments can make effective decisions and understand the consequences to themselves, their workers, and employers Working with labor unions in the hospitality industry using the labor-related legislation that affects the industry Managing employees in a global hospitality enterprise Practical and realistic case studies and numerous examples from various hospitality operations bring the material alive. Internet activities, learning objectives, "It's the Law" features, current events discussions, review questions, and other important features also help create a dynamic learning experience for readers. Written by two authors experienced in both hospitality management and education, "Human Resources Management in the Hospitality Industry" represents the most comprehensive, technically accurate, and valuable resource available on the topic.

This particular guide is a brief competency guide which is focused on Human Resources Management and Supervision. Designed to provide trainees with marketable management skills for a career within the Culinary Arts and Foodservice industry The NRAEF is introducing a new program as part of its strategic focus on recruitment and retention. This new management training certification program is based on a set of competencies defined by the restaurant, foodservice and hospitality industry as those needed for success. NRAEF ManageFirst Program leads to a new credential, ManageFirst Professional (MFP), which is part of our industry career ladder. This competency-based program includes 12 topics, each with a competency guide, exam, instructor resources and certificate. Trainees earn a certificate for each exam passed. Packaged with this book is also a NEW! Exam Prep Guide and an On-line Testing Access Code Card.

This package contains the following components: -0132222124: ManageFirst: Human Resources Management and Supervision with Pencil/Paper Exam -0132283808: ManageFirst: Hospitality and Restaurant Management with Pencil/Paper Exam

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