

JAMES KEISER

Controlling

and

Analyzing Costs

in Foodservice

Operations

SECOND EDITION

JAMES KEISER
THE PENNSYLVANIA STATE UNIVERSITY

Controlling and Analyzing Costs in Foodservice Operations

SECOND EDITION

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Controlling and Analyzing Costs in Foodservice Operations

Preface

The first edition of this book proved to be immensely popular, finding acceptance in many of the hospitality education programs in the country. I have been gratified by the many favorable comments from colleagues, students, and industry personnel regarding its helpfulness. But since the first edition appeared in 1974, the many changes in food operations have necessitated a general revision in the text. My experience in using the book at Penn State and others using it elsewhere indicated where material could be enhanced or coverage decreased. New developments—particularly those involving computers—have provided new areas and concepts of control.

This edition also uses a new organizational format, includes five completely new chapters, and offers such pedagogical features as chapter objectives, key terms, review questions, problem sets, and a glossary of terms.

I hope that this edition continues to be a major help to those who teach cost control courses in hospitality management programs.

James Keiser

THE SCHOOL OF HOTEL, RESTAURANT,
AND INSTITUTIONAL MANAGEMENT
THE PENNSYLVANIA STATE UNIVERSITY
UNIVERSITY PARK, PENNSYLVANIA

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