

Heads In Beds A Reckless Memoir Of Hotels Hustles And So Called Hospitality

From the #1 New York Times bestselling author of *The Handmaid's Tale* In this extraordinary collection, Margaret Atwood gives us nine unforgettable tales that reveal the grotesque, delightfully wicked facets of humanity. "Alphinland," the first of three loosely linked tales, introduces us to a fantasy writer who is guided through a stormy winter evening by the voice of her late husband. In "Lusus Naturae," a young woman, monstrously transformed by a genetic defect, is mistaken for a vampire. And in the title story, a woman who has killed four husbands discovers an opportunity to exact vengeance on the first man who ever wronged her. By turns thrilling, funny, and thought-provoking, *Stone Mattress* affirms Atwood as our greatest creator of worlds—and as an incisive chronicler of our darkest impulses.

Deftly written and emotionally powerful, *Drowning Ruth* is a stunning portrait of the ties that bind sisters together and the forces that tear them apart, of the dangers of keeping secrets and the explosive repercussions when they are exposed. A mesmerizing and aching beautiful debut. Winter, 1919. Amanda Starkey spends her days nursing soldiers wounded in the Great War. Finding herself suddenly overwhelmed, she flees Milwaukee and retreats to her family's farm on Nagawaukee Lake, seeking comfort with her younger sister, Mathilda, and three-year-old niece, Ruth. But very soon, Amanda comes to see that her old home is no refuge--she has carried her troubles with her. On one terrible night almost a year later, Amanda loses nearly everything that is dearest to her when her sister mysteriously disappears and is later found drowned beneath the ice that covers the lake. When Mathilda's husband comes home from the war, wounded and troubled himself, he finds that Amanda has taken charge of Ruth and the farm, assuming her responsibility with a frightening intensity. Wry and guarded, Amanda tells the story of her family in careful doses, as anxious to hide from herself as from us the secrets of her own past and of that night. Ruth, haunted by her own memory of that fateful night, grows up under the watchful eye of her prickly and possessive aunt and gradually becomes aware of the odd events of her childhood. As she tells her own story with increasing clarity, she reveals the mounting toll that her aunt's secrets exact from her family and everyone around her, until the heartrending truth is uncovered. Guiding us through the lives of the Starkey women, Christina Schwarz's first novel shows her compassion and a unique understanding of the American landscape and the people who live on it.

The critically acclaimed, award-winning, modern classic *Speak* is now a stunning graphic novel. "Speak up for yourself—we want to know what you have to say." From the first moment of her freshman year at Merryweather High, Melinda knows this is a big fat lie, part of the nonsense of high school. She is friendless—an outcast—because she busted an end-of-summer party by calling the cops, so now nobody will talk to her, let alone listen to her. Through her work on an art project, she is finally able to face what really happened that night: She was raped by an upperclassman, a guy who still attends Merryweather and is still a threat to her. With powerful illustrations by Emily Carroll, Laurie Halse Anderson's *Speak: The Graphic Novel* comes alive for new audiences and fans of the classic novel. This title has Common Core connections.

Considered by many the greatest war novel of all time, *All Quiet on the Western Front* is Erich Maria Remarque's masterpiece of the German experience during World War I. I am young, I am twenty years old; yet I know nothing of life but despair, death, fear, and fatuous superficiality cast over an abyss of sorrow. . . . This is the testament of Paul Bäumer, who enlists with his classmates in the German army during World War I. They become soldiers with youthful enthusiasm. But the world of duty, culture, and progress they had been taught breaks in pieces under the first bombardment in the trenches. Through years of vivid horror, Paul holds fast to a single vow: to fight against the principle of hate that meaninglessly pits young men of the same generation but different uniforms against one another . . . if only he can come out of the war alive. "The world has a great writer in Erich Maria Remarque. He is a craftsman of unquestionably first rank, a man who can bend language to his will. Whether he writes of men or of inanimate nature, his touch is sensitive, firm, and sure."—The New York Times Book Review

"Hospitality Management" is a career and life reference for both seasoned executives and new hires. This book positions associates to work comfortably in a global environment and to interpret the cultural expectations of their guests. The author, Lyn Pont, PhD, is a motivational public speaker and educator. She is the president and founder of Manners for Business, Inc. In "Hospitality Management" she discusses service, relationships, integrity, communications, personal image, creativity, the bottom line, and so much more. As a story teller, Dr. Pont weaves into the narrative valuable industry history and tales that support a culture of service and personal excellence. Competition in the hospitality industry is nonstop, and brands are looking for associates who can handle themselves flawlessly both on and off the job. Modern hospitality professionals are correctly concerned about representing their organizations, and themselves, with polish, politeness, confidence, and authority. "Hospitality Management" leads the way by showcasing the soft skills that you can use to amaze your guests with your outstanding attention to customer care. If you believe in remarkable service and have a passion for this great industry, then "Hospitality Management" will delight you with a treasure chest of hands-on, practical information that will assist you throughout your career. "Pont's book is a must-read for anyone considering a career in hospitality." -Isadore Sharp, chairman and founder, Four Seasons Hotels and Resorts "A refreshing, thorough, and necessary read for anyone dealing with the intricacies of the industry. ... A great training tool for the hospitality industry." -Arthur J. Torno, vice president, American Airlines, Inc. "Leave it to business etiquette expert Dr. Lyn Pont to author the most comprehensive guide to providing your guests with the memorable hospitality experience they deserve." -Martin Yang, master chef, author, food consultant, cooking show and travelogue host

In her first novel since *The Quick and the Dead* (a finalist for the Pulitzer Prize), the legendary writer takes us into an uncertain landscape after an environmental apocalypse, a world in which only the man-made has value, but some still wish to salvage the authentic. "She practices ... camouflage, except that instead of adapting to its environment, Williams's imagination, by remaining true to itself, reveals new colorations in the ecology around her." —A.O. Scott, The New York Times Book Review
Christen is a teenager who, her mother believes, was marked by greatness as a baby when she died for a moment and then came back to life. After Christen's failing boarding school for gifted teens closes its doors, and she finds that her mother has disappeared, she

ranges across the dead landscape and washes up at a “resort” on the shores of a mysterious, putrid lake the elderly residents there call “Big Girl.” In a rotting honeycomb of rooms, these old ones plot actions to punish corporations and people they consider culpable in the destruction of the final scraps of nature’s beauty. What will Kristen and Jeffrey, the precocious ten-year-old boy she meets there, learn from this “gabby seditious lot, in the worst of health but with kamikaze hearts, an army of the aged and ill, determined to refresh, through crackpot violence, a plundered earth”? Rivetingly strange and beautiful, and delivered with Williams’s searing, deadpan wit, Harrow is their intertwined tale of paradise lost and of their reasons—against all reasonableness—to try and recover something of it.

Offers a gritty, no-holds-barred look at the darker side of the roving experience, reflecting on the effects of globalization on the casual traveler and revealing a treasury of insider travel industry secrets.

#1 NEW YORK TIMES BESTSELLER • NOW A MAJOR MOTION PICTURE • Look for special features inside. Join the Random House Reader’s Circle for author chats and more. In boyhood, Louis Zamperini was an incorrigible delinquent. As a teenager, he channeled his defiance into running, discovering a prodigious talent that had carried him to the Berlin Olympics. But when World War II began, the athlete became an airman, embarking on a journey that led to a doomed flight on a May afternoon in 1943. When his Army Air Forces bomber crashed into the Pacific Ocean, against all odds, Zamperini survived, adrift on a foundering life raft. Ahead of Zamperini lay thousands of miles of open ocean, leaping sharks, thirst and starvation, enemy aircraft, and, beyond, a trial even greater. Driven to the limits of endurance, Zamperini would answer desperation with ingenuity; suffering with hope, resolve, and humor; brutality with rebellion. His fate, whether triumph or tragedy, would be suspended on the fraying wire of his will. Appearing in paperback for the first time—with twenty arresting new photos and an extensive Q&A with the author—Unbroken is an unforgettable testament to the resilience of the human mind, body, and spirit, brought vividly to life by Seabiscuit author Laura Hillenbrand. Hailed as the top nonfiction book of the year by Time magazine • Winner of the Los Angeles Times Book Prize for biography and the Indies Choice Adult Nonfiction Book of the Year award “Extraordinarily moving . . . a powerfully drawn survival epic.”—The Wall Street Journal “[A] one-in-a-billion story . . . designed to wrench from self-respecting critics all the blurby adjectives we normally try to avoid: It is amazing, unforgettable, gripping, harrowing, chilling, and inspiring.”—New York “Staggering . . . mesmerizing . . . Hillenbrand’s writing is so ferociously cinematic, the events she describes so incredible, you don’t dare take your eyes off the page.”—People “A meticulous, soaring and beautifully written account of an extraordinary life.”—The Washington Post “Ambitious and powerful . . . a startling narrative and an inspirational book.”—The New York Times Book Review “Magnificent . . . incredible . . . [Hillenbrand] has crafted another masterful blend of sports, history and overcoming terrific odds; this is biography taken to the nth degree, a chronicle of a remarkable life lived through extraordinary times.”—The Dallas Morning News “An astonishing testament to the superhuman power of tenacity.”—Entertainment Weekly “A tale of triumph and redemption . . . astonishingly detailed.”—O: The Oprah Magazine “[A] masterfully told true story . . . nothing less than a marvel.”—Washingtonian “[Hillenbrand tells this] story with cool elegance but at a thrilling sprinter’s pace.”—Time “Hillenbrand [is]

one of our best writers of narrative history. You don't have to be a sports fan or a war-history buff to devour this book—you just have to love great storytelling.”—Rebecca Skloot, author of *The Immortal Life of Henrietta Lacks*

New York City's top concierge gives up a keyhole view into the luxe hotel rooms, private dining and dressing rooms of the ridiculous, rich and demanding Michael Fazio is the ultimate behind-the-scenes support man. Want two orchestra tickets to the Broadway musical that just won the Tony? Call Fazio. How about an upgrade to first class on an overbooked overnight flight to Tokyo? Call Fazio. Or a roomful of fresh hydrangeas—in winter? That's right. Call Fazio. From his early start as the harried and neglected personal assistant to a typical L.A. casting agent, Fazio took what he learned there and moved into concierge work at New York City's Intercontinental Hotel, where he was eventually able to parlay his services into a large and successful business of his own. In *Concierge Confidential*, Fazio reveals the behind-the-scenes madness that goes into getting the rich and famous what they want, and shares some great insider knowledge on how to get access to the unattainable without making the concierge, waiters and other service people crazy. A few of Fazio's tips include: • When and how much to palm in tips • How to get a seat or ticket to the hottest thing in town • How to avoid being labeled a rube the minute you walk through the door • How you can become your favorite store or restaurant's most beloved customer • And much more

Prepare to never look at hotels the same way ever again...HELL MOTEL exposes the seedy underbelly of the economy line industry and weaves both humorous and horrific true life tales of the people that sleep, work and claw to survive at roach motels. This is the expose they don't want you to read. HELL MOTEL is the true story of a privileged, immature and spoiled asshole name Mike who relocates to the big city in an attempt to outrun his personal demons. After accepting a management position at a cheap dive motel, Mike is overwhelmed by the prostitutes, drug addicts and desperados that infest the property... but through 8 months of depravity, Mike is ultimately able to rediscover his humanity. "5 Stars. You will laugh, you will cry and you will be disgusted. Prepare to have your worldview challenged."

A New York Times Bestseller! From the racetrack to the battlefield—dauntless, fearless, and exemplar of Semper Fi—she was Reckless, "pride of the Marines." A Mongolian mare who was bred to be a racehorse, Ah-Chim-Hai, or Flame-of-the-Morning, belonged to a young boy named Kim-Huk-Moon. In order to pay for a prosthetic leg for his sister, Kim made the difficult decision to sell his beloved companion. Lieutenant Eric Pedersen purchased the bodacious mare and renamed her Reckless, for the Recoilless Rifles Platoon, Anti-Tank Division, of the 5th Marines she'd be joining. The four-legged equine braved minefields and hailing shrapnel to deliver ammunition to her division on the frontlines. In one day alone, performing fifty-one trips up and down treacherous terrain, covering a distance of over thirty-five miles, and rescuing wounded comrades-in-arms, Reckless demonstrated her steadfast devotion to the Marines who had become her herd.

Despite only measuring about thirteen hands high, this pint-sized equine became an American hero. Reckless was awarded two Purple Hearts for her valor and was officially promoted to staff sergeant twice, a distinction never bestowed upon an animal before or since. Author Robin Hutton has reignited excitement about this nearly forgotten legend, realizing the Sgt. Reckless Memorial Monument at the National Museum of the Marine Corps, completed in July 2013, and now spurring the creation of a second memorial at Camp Pendleton, California, where Reckless lived out the rest of her days. The paperback edition includes a new foreword by General James F. Amos, 35th Commandant of the U.S. Marine Corps. It will appeal to fans of Laura Hillenbrand's *Seabiscuit*, Elizabeth Letts' *The Eighty Dollar Champion*, and the feature film *War Horse*.

In this book, we have hand-picked the most sophisticated, unanticipated, absorbing (if not at times crackpot!), original and musing book reviews of "Heads in Beds: A Reckless Memoir of Hotels, Hustles, and So-Called Hospitality." Don't say we didn't warn you: these reviews are known to shock with their unconventionality or intimacy. Some may be startled by their biting sincerity; others may be spellbound by their unbridled flights of fantasy. Don't buy this book if: 1. You don't have nerves of steel. 2. You expect to get pregnant in the next five minutes. 3. You've heard it all.

The third instalment to the global #1 bestselling series. As the King of Adarlan's Assassin, Celaena Sardothien is bound to serve the tyrant who slaughtered her dear friend. But she has vowed to make him pay. The answers Celaena needs to destroy the king lie across the sea Wendlyn. And Chaol, Captain of the King's Guard, has put his future in jeopardy to send her there. Yet as Celaena seeks her destiny in Wendlyn, a new threat is preparing to take to the skies. Will Celaena find the strength not only to win her own battles, but to fight a war that could pit her loyalties to her own people against those she has grown to love? This third novel in the THRONE OF GLASS sequence, from global #1 bestselling author Sarah J. Maas, is packed with more heart-stopping action, devastating drama and swoonsome romance, and introduces some fierce new heroines to love and hate.

In the tradition of *Kitchen Confidential* and *Waiter Rant*, a rollicking, eye-opening, fantastically indiscreet memoir of a life spent (and misspent) in the hotel industry. Jacob Tomsy never intended to go into the hotel business. As a new college graduate, armed only with a philosophy degree and a singular lack of career direction, he became a valet parker for a large luxury hotel in New Orleans. Yet, rising fast through the ranks, he ended up working in "hospitality" for more than a decade, doing everything from supervising the housekeeping department to manning the front desk at an upscale Manhattan hotel. He's checked you in, checked you out, separated your white panties from the white bed sheets, parked your car, tasted your room-service meals, cleaned your toilet, denied you a late checkout, given you a wake-up call, eaten M&Ms out of your minibar, laughed at your jokes, and taken your money. In *Heads in Beds* he pulls back the

curtain to expose the crazy and compelling reality of a multi-billion-dollar industry we think we know. *Heads in Beds* is a funny, authentic, and irreverent chronicle of the highs and lows of hotel life, told by a keenly observant insider who's seen it all. Prepare to be amused, shocked, and amazed as he spills the unwritten code of the bellhops, the antics that go on in the valet parking garage, the housekeeping department's dirty little secrets—not to mention the shameless activities of the guests, who are rarely on their best behavior. Prepare to be moved, too, by his candor about what it's like to toil in a highly demanding service industry at the luxury level, where people expect to get what they pay for (and often a whole lot more). Employees are poorly paid and frequently abused by coworkers and guests alike, and maintaining a semblance of sanity is a daily challenge. Along his journey Tomsy also reveals the secrets of the industry, offering easy ways to get what you need from your hotel without any hassle. This book (and a timely proffered twenty-dollar bill) will help you score late checkouts and upgrades, get free stuff galore, and make that pay-per-view charge magically disappear. Thanks to him you'll know how to get the very best service from any business that makes its money from putting heads in beds. Or, at the very least, you will keep the bellmen from taking your luggage into the camera-free back office and bashing it against the wall repeatedly.

From the brilliant mind of Japanese artist Bunpei Yorifuji comes *Wonderful Life with the Elements*, an illustrated guide to the periodic table that gives chemistry a friendly face. In this super periodic table, every element is a unique character whose properties are represented visually: heavy elements are fat, man-made elements are robots, and noble gases sport impressive afros. Every detail is significant, from the length of an element's beard to the clothes on its back. You'll also learn about each element's discovery, its common uses, and other vital stats like whether it floats—or explodes—in water. Why bother trudging through a traditional periodic table? In this periodic paradise, the elements are people too. And once you've met them, you'll never forget them.

I Never Promised You a Goodie Bag is a warm, wise, and wholly original memoir of survival, renewal, and transformation, by one of New York City's most successful and respected special events coordinators. With her top-level events company, *Save the Date*, Jennifer Gilbert has worked with Fortune 500 companies, broadcast media giants, international nonprofit organizations, and celebrities from Oprah Winfrey to Bill Gates and beyond. Yet few of her clients or colleagues have known, until now, that Jennifer not only a self-made success: she's also a survivor. After a random, near-fatal attack left her body in critical condition on a crowded city street, and left her with emotional wounds that would take years to heal, Jennifer embarked upon a journey to reclaim her life. This is her story, in her own words: *I Never Promised You a Goodie Bag*, an intimate, poignant, inspiring memoir of perseverance, rediscovery, and hope.

Based on the wildly popular Twitter feed *Dear Girls Above Me*, a roman à clef about how thinking like a couple of girls turned one

single guy into a better man. When Charlie McDowell began sharing his open letters to his noisy upstairs neighbors—two impossibly ditzy female roommates in their mid-twenties—on Twitter, his feed quickly went viral. His followers multiplied and he got the attention of everyone from celebrities to production studios to major media outlets such as Time and Glamour. Now Dear Girls breaks out of the 140-character limit as Charlie imagines what would happen if he put the wisdom of the girls to the test. After being unceremoniously dumped by the girl he was certain was “the one,” Charlie realized his neighbors’ conversations were not only amusing, but also offered him access to a completely uncensored woman’s perspective on the world. From the importance of effectively Facebook-stalking potential girlfriends and effortlessly pulling off pastel, to learning when in the early stages of dating is too presumptuous to bring a condom and how to turn food poisoning into a dieting advantage, the girls get Charlie into trouble, but they also get him out of it—without ever having a clue of their impact on him.

"Find out what really goes on in the world of hospitality with this hilarious book full of funny and absurd stories, anecdotes told in dialogue, factoids, and satirical pop quizzes by two veteran concierges who paid their way while working at a combined 50 hotels in and around Times Square."--Back cover.

According to *The Waiter*, eighty percent of customers are nice people just looking for something to eat. The remaining twenty percent, however, are socially maladjusted psychopaths. *Waiter Rant* offers the server's unique point of view, replete with tales of customer stupidity, arrogant misbehavior, and unseen bits of human grace transpiring in the most unlikely places. Through outrageous stories, *The Waiter* reveals the secrets to getting good service, proper tipping etiquette, and how to keep him from spitting in your food. *The Waiter* also shares his ongoing struggle, at age thirty-eight, to figure out if he can finally leave the first job at which he's truly thrived.

From MSNBC correspondent Steve Kornacki, a lively and sweeping history of the birth of political tribalism in the 1990s—one that brings critical new understanding to our current political landscape from Clinton to Trump. In *The Red and the Blue*, cable news star and acclaimed journalist Steve Kornacki follows the twin paths of Bill Clinton and Newt Gingrich, two larger-than-life politicians who exploited the weakened structure of their respective parties to attain the highest offices. For Clinton, that meant contorting himself around the various factions of the Democratic party to win the presidency. Gingrich employed a scorched-earth strategy to upend the permanent Republican minority in the House, making him Speaker. The Clinton/Gingrich battles were bare-knuckled brawls that brought about massive policy shifts and high-stakes showdowns—their collisions had far-reaching political consequences. But the '90s were not just about them. Kornacki writes about Mario Cuomo's stubborn presence around Clinton's 1992 campaign; Hillary Clinton's star turn during the 1998 midterms, seeding the idea for her own candidacy; Ross Perot's wild run in 1992 that inspired him to launch the Reform Party, giving Donald Trump his first taste of electoral politics in 1999; and many others. With novelistic prose and a clear sense of history, Steve Kornacki masterfully weaves together the various elements of this rambunctious and hugely impactful era in American history, whose effects set the stage for our current political landscape.

The Breakfast Club meets *The Silver Linings Playbook* in this powerful, provocative, and heartfelt novel about twelve endearing

strangers who come together to make the most of their final days, from New York Times bestselling and award-winning author J. Michael Straczynski. Mark Antonelli, a failed young writer looking down the barrel at thirty, is planning a cross-country road trip. He buys a beat-up old tour bus. He hires a young army vet to drive it. He puts out an ad for others to join him along the way. But this will be a road trip like no other: His passengers are all fellow disheartened souls who have decided that this will be their final journey—upon arrival in San Francisco, they will find a cliff with an amazing view of the ocean at sunset, hit the gas, and drive out of this world. The unlikely companions include a young woman with a chronic pain sensory disorder and another who was relentlessly bullied at school for her size; a bipolar, party-loving neo-hippie; a gentle coder with a literal hole in his heart and blue skin; and a poet dreaming of a better world beyond this one. We get to know them through access to their texts, emails, voicemails, and the daily journal entries they write as the price of admission for this trip. By turns tragic, funny, quirky, charming, and deeply moving, *Together We Will Go* explores the decisions that brings these characters together, and the relationships that grow between them, with some discovering love and affection for the first time. But as they cross state lines and complications to the initial plan arise, it becomes clear that this is a novel as much about the will to live as the choice to end it. The final, unforgettable moments as they hurtle toward the decisions awaiting them will be remembered for a lifetime.

Author of the first book in the series, *Love Hate Hotels*, Founder of Love Hate Hotels, Inc., and Administrator of @LoveHateHotels, Tony Matthews II now has over eleven years of experience in the hotel industry. Take a journey through his continued experience in the business, and enjoy some more great stories and comedy, with less advice this go round.

If COVID-19 is the biggest disruptor of 2020, then surely no industry could have saved itself from its after-effects including the Disruptor itself. Airbnb, Vrbo, & other small vacation rental spaces listed under Booking.com and Expedia are commonly known as “Disruptors to the Hotel business”. They have redesigned the entire hospitality space worldwide from the beginning of 2000. Not only have they played a considerable role in generating demands but also have changed the buying pattern of the hotel industry.

A veteran of the hospitality business uses humor and irreverence to describe working in the industry, coming clean on the housekeeping department, the unwritten code of bellhops and what really goes on in a valet parking garage. 40,000 first printing. “It was the kind of morning that made him wonder if God hated the Irish...” Dublin has been on a knife-edge since the failed rebellion in July, and Jimmy O’Flaherty suspects a newcomer to *The Liberties* – Kitty Doyle – is mixed up in it. She accuses him of spying for the English, and he thinks she’s a reckless troublemaker. All Jimmy wants is to earn enough coin to buy passage to America. But when the English turn his trading patch into a gallows, Jimmy finds himself drawn into the very conflict he’s spent his whole life avoiding. Praise for *Liberty Boy*:

“*Liberty Boy* is a riveting tale of an overlooked rebellion, told from the perspective of the streets, with gifted dialogue that is more heard than read and unexpected twists that leave you breathless from first page to last.” - Cindy Vallar, Historical Novel Society Review. Keywords:

Ireland | Irish | historical fiction | literary fiction | Robert Emmett | United Irishmen | Dublin | adventure fiction | historical novel

Success in today’s rapidly changing hospitality industry depends on understanding the desires of guests of all ages, from seniors and boomers to the newly dominant millennial generation of travelers. Help has arrived with a compulsively-readable new standard, *The Heart of Hospitality: Great Hotel and Restaurant Leaders Share Their Secrets* by Micah Solomon, with a foreword by The Ritz-Carlton Hotel

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Company's president and COO Herve Humler. This up-to-the-minute resource delivers the closely guarded customer experience secrets and on-trend customer service insights of today's top hoteliers, restaurateurs, and masters of hospitality management including: Four Seasons Chairman Isadore Sharp: How to build an unsinkable company culture Union Square Hospitality Group CEO Danny Meyer: His secrets of hiring, onboarding, training, and more Tom Colicchio (Craft Restaurants, Top Chef): How to create a customer-centric customer experience in a chef-centric restaurant Virgin Hotels CEO Raul Leal: How Virgin Hotels created its innovative, future-friendly hospitality approach Ritz-Carlton President and COO Herve Humler: How to engage today's new breed of luxury travelers Double-five-star chef and hotelier Patrick O'Connell (The Inn at Little Washington) shares the secrets of creating hospitality connections Designer David Rockwell on the secrets of building millennial-friendly restaurants and hotel spaces (W, Nobu, Andaz) that resonate with today's travelers Restaurateur Traci Des Jardins on building a "narcissism-free" hospitality culture Legendary chef Eric Ripert's principles of creating a great guest experiences, simultaneously within a single dining room. The Heart of Hospitality is a hospitality management resource like no other, put together by leading customer service expert Micah Solomon. Filled with exclusive, first-hand stories and wisdom from the top professionals in the industry, The Heart of Hospitality is an essential hospitality industry resource. As Ritz-Carlton President and COO Herve Humler says in his foreword to the book, "If you want to create and sustain a level of service so memorable that it becomes an unbeatable competitive advantage, you'll find the secrets here."

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A bold new theory of leadership drawn from elite captains throughout sports—named one of the best business books of the year by CNBC, The New York Times, Forbes, strategy+business, The Globe and Mail, and Sports Illustrated "The book taught me that there's no cookie-cutter way to lead. Leading is not just what Hollywood tells you. It's not the big pregame speech. It's how you carry yourself every day, how you treat the people around you, who you are as a person."—Mitchell Trubisky, quarterback, Chicago Bears Now featuring analysis of the five-time Super Bowl champion New England Patriots and their captain, Tom Brady The seventeen most dominant teams in sports history had one thing in common: Each employed the same type of captain—a singular leader with an unconventional set of skills and tendencies. Drawing on original interviews with athletes, general managers, coaches, and team-building experts, Sam Walker identifies the seven core qualities of the Captain Class—from extreme doggedness and emotional control to tactical aggression and the courage to stand apart. Told through riveting accounts of pressure-soaked moments in sports history, The Captain Class will challenge your assumptions of what inspired leadership looks like. Praise for The Captain Class "Wildly entertaining and thought-provoking . . . makes you reexamine long-held beliefs about leadership and the glue that binds winning teams together."—Theo Epstein, president of baseball operations, Chicago Cubs "If you care about leadership, talent development, or the art of competition, you need to read this immediately."—Daniel Coyle, author of The Culture Code "The insights in this book are tremendous."—Bob Myers, general manager, Golden State Warriors "An awesome book . . . I find myself relating a lot to its portrayal of the out-of-the-norm leader."—Carli Lloyd, co-captain, U.S. Soccer Women's National Team "A great read . . . Sam Walker used data and a systems approach to reach some original and unconventional conclusions about the kinds of leaders that foster enduring success. Most business and leadership books lapse into clichés. This one is fresh."—Jeff Immelt, chairman and former CEO, General Electric "I can't tell you how much I loved The Captain Class. It identifies something many people who've been around successful teams have felt but were never able to articulate. It has deeply affected my thoughts around how we build our culture."—Derek Falvey, chief baseball officer, Minnesota Twins

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'Something strange occurs to guests as soon as they check in. Even if in real life they are perfectly well-mannered, decent people with proper balanced relationships, as soon as they spin through the revolving hotel doors the normal rules of behaviour no longer seem to apply.' All of the following is true. Only the names have been changed to protect the guilty. All the anecdotes, the stories, the characters, the situations, the highs, the lows, the scams, the drugs, the misery, the love, the death and the insanity are exactly as was told by Anonymous - someone who has spent his whole career working in hotels at the heart of London's luxury hotel industry. However, for legal reasons, the stories now take place in a fictitious hotel known as Hotel Babylon. More than a decade is compressed into a day. Everything else is as it should be. The rich spend money, the hotel makes money and the chambermaids still fight the bellboys over a two-pound coin. It's just another twenty-four hours in an expensive London hotel.

The classic story of one family torn apart by the Revolutionary War. All his life, Tim Meeker has looked up to his brother. Sam is smart and brave, and is now a part of the American Revolution. Not everyone in town wants to be a part of the rebellion. Most are supporters of the British, including Tim and Sam's father. With the war soon raging, Tim knows he will have to make a choice between the Revolutionaries and the Redcoats, and between his brother and his father.

In this imaginative adventure from Newbery Medal-winning author Beverly Cleary, a young mouse named Ralph is thrown into a world of excitement when a boy and his shiny toy motorcycle check in to the Mountain View Inn. When the ever-curious Ralph spots Keith's red toy motorcycle, he vows to ride it. So when Keith leaves the bike unattended in his room one day, Ralph makes his move. But with all this freedom (and speed!) come a lot of obstacles. Whether dodging a rowdy terrier or keeping his nosy cousins away from his new wheels, Ralph has a lot going on! And with a pal like Keith always looking out for him, there's nothing this little mouse can't handle. This timeless classic now features a foreword written by New York Times bestselling author Kate DiCamillo, as well as an exclusive interview with Beverly Cleary herself. *The Mouse and the Motorcycle* is perfect for independent reading or for shared reading at home or in a classroom. This fun story is the first of a trilogy, along with *Runaway Ralph* and *Ralph S. Mouse*, all inspired by the author's hope to create appealing books for boys and girls—and by the sight of her son playing with toy cars.

In this edge-of-your-seat thriller from New York Times bestselling author Alex Kava, Ryder Creed, his K-9 search-and-rescue dogs, and FBI agent Maggie O'Dell find themselves at the center of a dire and mysterious case. In Chicago, a young man jumps from his thirtieth-story hotel room; along the Missouri river, a hunter and his son stumble upon a lake whose surface is littered with snow geese, all of them dead; and in southern Alabama, Ryder Creed and his search-and-rescue dog Grace find the body of a young woman who went missing in the Conecuh National Forest...and it appears she filled her pockets with rocks and walked into the river. Before long Ryder Creed and FBI profiler Maggie O'Dell will discover the ominous connection among these mysterious deaths. What they find may be the most prolific killer the United States has ever known.

A Harvard-educated neurosurgeon reveals his experiences—in and out of the operating room—with apparitions, angels, exorcism, after-death survival, and the miracle of hope. For the millions who have enjoyed *Proof of Heaven*, *Heaven is Real*, *To Heaven and Back*, and *Getting to Heaven*—an inspiring tale from where the veil between life and death is often at its thinnest. *The Scalpel and the Soul* explores how premonition, superstition, hope, and faith not only become factors in how patients feel but can change outcomes. It validates the spiritual manifestations physicians see every day and empowers patients to voice their spiritual needs.

when they seek medical help. Finally, it addresses the mysterious, attractive powers the soul exerts during life-threatening events. One by one, the guests arrived at the mansion on Indian Island, summoned by a mysterious host. And one by one, with terrifying meticulousness, they were stalked by a cunning murderer. Utterly baffling...and yet there was a pattern, concealed in a nursery rhyme hanging over the fireplace.

From international phenomenon Cornelia Funke, the bestselling author of *Reckless* and *Inkheart*. Eleven-year-old Jon Whitcroft never expected to enjoy boarding school. Then again, he never expected to be confronted by a pack of vengeful ghosts, either. And then he meets Ella, a quirky new friend with a taste for adventure... Together, Jon and Ella must work to uncover the secrets of a centuries-old murder while being haunted by terrifying spirits, their bloodless faces set on revenge. So when Jon summons the ghost of the late knight Longspee for his protection, there's just one question: Can Longspee truly be trusted?

"A humorous memoir by a veteran hospitality employee that reveals what goes on behind the scenes of the hotel business. Includes tips on how to get the most out of your hotel stay"--

"Thrilling, tender, utterly absorbing . . . Every chapter shimmered with truth. It's an unforgettable debut." --Cheryl Strayed
From travel writer Jedidiah Jenkins comes a long-awaited memoir of adventure, struggle, and lessons learned while bicycling the 14,000 miles from Oregon to Patagonia. On the eve of turning thirty, terrified of being funneled into a life he didn't choose, Jedidiah Jenkins quit his dream job and spent the next sixteen months cycling from Oregon to Patagonia. He chronicled the trip on Instagram, where his photos and profound reflections on life soon attracted hundreds of thousands of followers and got him featured by National Geographic and *The Paris Review*. In this unflinchingly honest memoir, Jed narrates the adventure that started it all: the people and places he encountered on his way to the bottom of the world, and the internal journey that prompted it. As he traverses cities, mountains, and inner boundaries, Jenkins grapples with the questions of what it means to be an adult, his struggle to reconcile his sexual identity with his conservative Christian upbringing, and his belief in travel as a way to "wake us up" to life back home. A soul-stirring read for the wanderer in each of us, *To Shake the Sleeping Self* is an unforgettable reflection on adventure, identity, and a life lived without regret.

The classic work that refutes the lies we tell ourselves about race, poverty and the poor. Here are three myths about poverty in America: – Minority children perform poorly in school because they are “culturally deprived.” – African-Americans are handicapped by a family structure that is typically unstable and matriarchal. – Poor people suffer from bad health because of ignorance and lack of interest in proper health care. *Blaming the Victim* was the first book to identify these truisms as part of the system of denial that even the best-intentioned Americans have constructed around the unpalatable realities of race and class. Originally published in 1970, William Ryan's groundbreaking and exhaustively researched work challenges both liberal and conservative assumptions, serving up a devastating critique of the mindset that causes us to blame the poor for their poverty and the powerless for their powerlessness. More than twenty years later, it is even more meaningful for its diagnosis of the psychic underpinnings of racial and social injustice.

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