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Essential Hospitality Management Competencies: The Importance of Soft Skills

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Abstract

To meet the needs of the rapidly changing hospitality industry educators must continually investigate which competencies are essential for graduates to possess and revise the curriculum to meet these needs. The purpose of this study was to determine the essential competencies and to determine whether differences exist between competencies needed by managers in lodging, food and beverage, and meeting and event management. Of the competencies deemed essential, 86% were soft

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