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This is the first text that has been developed specifically to examine what revenue managers in the hospitality industry must know and do to be successful. Numerous cases and practical examples are used to illustrate revenue management concepts.

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include a brand new chapter on yield management, plus a human resources chapter refocused to cover current trends in training, employee empowerment, and reducing turnover. In addition, you'll discover how to increase efficiency with today's hospitality technology--from electronic lock to front office equipment.

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Matthew Symonds gives readers an exclusive and intimate insight into both Oracle and the man who made it and runs it. As well as relating the story of Oracle's often bumpy path to industry dominance, Symonds deals with the private side of Ellison's life. From Ellison's troubled upbringing by adoptive parents and his lifelong search for emotional security to the challenges and opportunities that have come with unimaginable wealth, Softwar gets inside the skin of a fascinating and complicated human being. With unlimited insider access granted by Ellison himself, Symonds captures the intensity and, some

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would say, the recklessness that have made Ellison a legend. The result of more than a hundred hours of interviews and many months spent with Ellison, Softwar is the most complete portrait undertaken of the man and his empire -- a unique and gripping account of both the way the computing industry really works and an extraordinary life. Despite his closeness to Ellison, Matthew Symonds is a candid and at times highly critical observer. And in perhaps the book's most unusual feature, Ellison responds to Symonds's portrayal in the form of a running footnoted commentary. The result is one of the most

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fascinating business stories of all time.

First published in 2002. Routledge is an imprint of Taylor & Francis, an informa company.

This research monograph aims at developing an integrative framework of hotel revenue management. It elaborates the fundamental theoretical concepts in the field of hotel revenue management like the revenue management system, process, metrics, analysis, forecasting, segmentation and profiling, and ethical issues. Special

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managers and other practitioners looking for ways to improve their knowledge in the field.

Annotation Thousands of organizations are virtualizing large-scale Oracle database systems. But, until now, reliable best practices have been hard to find, and database and virtualization professionals have often brought differing and incompatible perspectives to the challenge. Now, there's a comprehensive best practice guide reflecting deep understanding of both Oracle and vSphere, and supported by extensive in-the-field experience with the full spectrum of

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