

## Book Review

### High Impact Hospitality

By Chase L LeBlanc

2010, Thundersnow Publishing, 14405 West Colfax Avenue, Lakewood, CO 80401, USA

156 pages, softcover

ISBN 0984381821. Price US\$13

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The subject matter of this book – a blueprint for determining management competencies in hospitality – is of direct relevance to frontline food and beverage managers, and provides a leadership ‘conversation starter’ between working managers and their superiors, and also one that is central to many debates within contemporary hospitality studies. As such, the approach of looking at real-world tactics with strong theoretical underpinning is particularly notable here for both the quality of its analysis and the clarity of its presentation. Part of the value of the book is that sections are devoted to more case studies that highlight various aspects of the relationship between hospitality structures and their socio-economic context. With many years of industry experience in management, consulting and academics, the author provides a common-sense approach to the contemporary industry, particularly the sections on start-up ventures and field operations.

Many insights are to be gained from the individual chapters, and it is refreshing to see a work that begins to uncover

some of the variety in hospitality management operations, presented in such a readable and accessible format. As a collection, however, this would have benefited from firmer editorial direction. Some sections seem slightly tangential to the overall aims of the book, and in some instances the basic quality of the research and writing is rather poor. In short, more could have been done to develop some of the theoretical questions raised. The theme of leaders who manage, managers who lead, though implicit in the work, should perhaps be tackled more directly. This is an area rich in theoretical debate – within which management writers have made major contributions – and greater engagement with these debates could have thrown more light on this facet of management. However, *High Impact Hospitality* provides a detailed and highly entertaining blueprint for improving your performance and value as a hospitality manager, and is highly recommended.

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