

**Quick  
Service  
Restaurants,  
Franchising  
and  
Multi-Unit  
Chain  
Management**

**H. G. Parsa, PhD, FMP  
Francis A. Kwansa, PhD**

*E d i t o r s*

# Quick Service Restaurants Franchising And Multi Unit Chain Management

**H. G. Parsa**



## **Quick Service Restaurants Franchising And Multi Unit Chain Management:**

*Quick Service Restaurants, Franchising, and Multi-unit Chain Management* H. G. Parsa, Francis A. Kwansa, 2002 Quick Service Restaurants Franchising and Multi Unit Chain Management provides a multifaceted view on the one hundred billion dollar industry with worldwide appeal Quick service restaurants QSRs have been the dominant segment of the food service industry since their inception in the 1920s This book focuses on the QSR industry its historical roots in America consumer acceptance management practices international expansion and co branding opportunities A nationwide survey of mature customers highlights the characteristics unpleasant service experiences and service requirements that diminish their satisfaction in QSRs There is a chapter on airline food and what companies are doing to improve food quality and customer satisfaction There are also chapters focusing on food safety sanitation and consumption trends A case study of Billy Ingram and White Castle restaurants shows how hamburgers became a staple menu item in American restaurants [Quick Service Restaurants, Franchising, and Multi-Unit Chain Management](#) Francis A Kwansa, H.G. Parsa, 2014-06-11 Learn about new strategies to improve service quality and profitability for quick service restaurants Quick Service Restaurants Franchising and Multi Unit Chain Management examines a variety of issues pertaining to quick service restaurants Quick service restaurants QSR are the dominant sector of the foodservice industry and a one hundred billion dollar industry Since their inception in the 1920s quick service restaurants have become one of the cultural icons of America This informative book contains vital information on growth change and strategy in the international foodservice industry food safety as an international problem and the formation of outreach committees to combat the challenges faced globally food consumption patterns and the driving forces that influence consumer food preferences the differences between mature and younger customers expectations and experiences in QSRs casual and fine dining restaurants consumer attitudes toward airline food adding quick service meals to airplane menus factors influencing parental patronage of QSRs a case study on how Billy Ingram founder of White Castle restaurants made the hamburger a staple on American menus **Quick Service Restaurants, Franchising and Multi Unit Chain Management** H. G. Parsa, 2001 **Human Resources in the Foodservice Industry** Dennis Reynolds, Karthikeyan Namasivayam, 2007-05-31 Get up to date research and innovative management strategies Organizational behavior and human resource management are fundamental aspects in the profitability of any foodservice business Human Resources in the Foodservice Industry Organizational Behavior Management Approaches examines the latest research critical in understanding indi [Handbook of Hospitality Operations and IT](#) Peter Jones, 2008-09-10 Handbook of Hospitality Operations and IT provides an authoritative resource for critical reviews of research into both operations and IT management Internationally renowned scholars provide in depth essays and explanations of case studies to illustrate how practices and concepts can be applied to the hospitality industry The depth and coverage of each topic is unprecedented A must read for hospitality researchers and educators students and industry

practitioners      **The Leader of Managers HC** Christopher Muller, 2013 The role of the Leader of Managers now responsible for leading a team of more than three individual unit managers in any organization requires mastery of new conceptual skills You must become an agent of change a visionary with a clear view of the future a champion of the people you lead and a servant first who serves so others may lead      The Leader of Managers Christopher Muller, 2013 The Leader of Managers is all about the breadth of challenges risks possibilities and opportunities involved in leading the people who manage complex restaurant and retail enterprises Multi unit managers are the same professional knowledge workers Peter Drucker originally referred to as the managers of managers but the market has changed dramatically since his day So has the complexity of these positions Today we see multi unit managers as leaders of managers Applying the principles presented here business owners senior company executives and multi unit managers will be able to learn about adopt and then master the keys to this sophisticated new role Page 4 of cover      *Encyclopedia of Junk Food and Fast Food* Andrew F. Smith, 2006-08-30 Eating junk food and fast food is a great all American passion American kids and grownups love their candy bars Big Macs and supersized fries Doritos Twinkies and Good Humor ice cream bars The disastrous health effects from the enormous appetite for these processed fat and sugar loaded foods are well publicized now This was particularly dramatically evidenced by Super Size Me 2004 filmmaker Morgan Spurlock s 30 day all McDonald s diet in which his liver suffered the same poisoning as if he had been on an extended alcohol binge Through increased globalization American popular food culture is being increasingly emulated elsewhere in the world such as China with the potential for similar disastrous consequences This A to Z reference is the first to focus on the junk food and fast food phenomena from a multitude of angles in addition to health and diet concerns More than 250 essay entries objectively explore the scope of the topics to illuminate the American way through products corporations and entrepreneurs social history popular culture organizations issues politics commercialism and consumerism and much more Interest in these topics is high This informative and fascinating work with entries on current controversies such as mad cow disease and factory farming the food pyramid movie tie ins and marketing to children will be highly useful for reports research and browsing It takes readers behind the scenes examining the significance of such things as uniforms training packaging and franchising Readers of every age will also enjoy the nostalgia factor learning about the background of iconic drive ins the story behind the mascots facts about their favorite candy bar and collectables Each entry ends with suggested reading Besides an introduction a timeline glossary bibliography resource guide and photos enhance the text Sample entries A Advertising Automobiles Ben Burger King Carhops Center for Science in the Public Interest Christmas Cola Wars Employment Fair Food Fast Food Nation Hershey Milton Hollywood Injury Krispy Kreme Lobbying Nabisco Obesity PepsiCo Salt Soda Fountain Teen Hangouts Vegetarianism White Castle Yum Brands Inc      Fast Food and Junk Food Andrew F. Smith, 2011-12-02 This fascinating and revealing work examines the incredible power of junk food and fast food how nostalgic we are about them the influence of the companies that manufacture

or sell them and their alarming effect on our country's state of health. In the last half century junk food and fast food have come to play an extremely important role in American economic, historical, cultural, and social life. Today they have a major influence on what Americans eat and how healthy we are or aren't. *Fast Food and Junk Food: An Encyclopedia of What We Love to Eat* tells the intriguing, fun, and incredible stories behind the successes of these commercial food products and documents the numerous health-related, environmental, cultural, and politico-economic issues associated with them. With more than 700 alphabetically arranged entries, this two-volume encyclopedia contains enough listings to allow readers to research a wide range of fascinating topics. The author treats the massive amount of subject material within this reference title in a fair and balanced manner. A secondary focus of this encyclopedia is to chart the spread of some American fast food chains and commercially produced junk foods internationally.

**The Business of Food** Gary Allen, Ken Albala, 2007-10-30. The business of food and drink is for better and worse the business of our nation and our planet, and to most consumers how it works remains largely a mystery. This encyclopedia takes readers as consumers behind the scenes of the food and drink industries. The contributors come from a wide range of fields, and the scope of this encyclopedia is broad, covering from food companies and brands to the environment, health, science, and technology, culture, finance, and more. The more than 150 essay entries also cover those issues that have been and continue to be of perennial importance. Historical context is emphasized, and the focus is mainly on business in the United States. Most entries include Further Reading. The frontmatter includes an Alphabetical List of Entries and a Topical List of Entries to allow the reader to quickly find subjects of interest. Numerous cross references in the entries and blind entries provide other search strategies. The person and subject index is another in-depth search tool. Sample entries: Advertising, Agribusiness, Altria, Animal Rights, Betty Crocker, Celebrity Chefs, Chain Restaurants, Commodities Exchange, Cooking Technology, Culinary Tourism, Eco-terrorism, Environmental Protection Agency, Ethnic Food Business, European Union, Flavors and Fragrances, Food Safety, Food Service Industry, Genetic Engineering, Internet Labor and Labor Unions, Marketing to Children, McDonald's, Meat Packing, North American Free Trade Agreement, Nutrition Labeling, Organic Foods, Poultry Industry, Slow Food, SPAM, Television, Trader Joe's, Tupperware, TV Dinners, Whole Foods, Williams-Sonoma, Wine Business.

*Food and Drink in American History* Andrew F. Smith, 2013-10-28. This three-volume encyclopedia on the history of American food and beverages serves as an ideal companion resource for social studies and American history courses, covering topics ranging from early American Indian foods to mandatory nutrition information at fast food restaurants. The expression you are what you eat certainly applies to Americans not just in terms of our physical health but also in the myriad ways that our taste preferences, eating habits, and food culture are intrinsically tied to our society and history. This standout reference work comprises two volumes containing more than 600 alphabetically arranged historical entries on American foods and beverages, as well as dozens of historical recipes for traditional American foods, and a third volume of more than 120 primary source documents. Never before has there been a reference work that coalesces this

diverse range of information into a single set The entries in this set provide information that will transform any American history research project into an engaging learning experience Examples include explanations of how tuna fish became a staple food product for Americans how the canning industry emerged from the Civil War the difference between Americans and people of other countries in terms of what percentage of their income is spent on food and beverages and how taxation on beverages like tea rum and whisky set off important political rebellions in U S history **Fast Food** Andrew F.

Smith,2016-04-15 The single most influential culinary trend of our time is fast food It has spawned an industry that has changed eating the most fundamental of human activities From the first flipping of burgers in tiny shacks in the western United States to the forging of neon signs that spell out Pizza Hut in Cyrillic or Arabic scripts the fast food industry has exploded into dominance becoming one of the leading examples of global corporate success And with this success it has become one of the largest targets of political criticism blamed for widespread obesity cultural erasure oppressive labor practices and environmental destruction on massive scales In this book expert culinary historian Andrew F Smith explores why the fast food industry has been so successful and examines the myriad ethical lines it has crossed to become so As he shows fast food plain and simple devised a perfect retail model one that works everywhere providing highly flavored calories with speed economy and convenience But there is no such thing as a free lunch they say and the costs with fast food have been enormous an assault on proper nutrition a minimum wage labor standard and a powerful pressure on farmers and ranchers to deploy some of the worst agricultural practices in history As Smith shows we have long known about these problems and the fast food industry for nearly all of its existence has been beset with scathing expos s boycotts protests and government interventions which it has sometimes met with real changes but more often with token gestures blame passing and an unrelenting gauntlet of lawyers and lobbyists Fast Food ultimately looks at food as a business an examination of the industry s options and those of consumers and a serious inquiry into what society can do to ameliorate the problems this cheap and tasty product has created **Going Soft? The US and China Go Global** Mei Renyi,2014-04-11 What is soft

power How can a country acquire and enjoy it Is it the product of public or private initiatives How significant is soft power in world affairs The concept of soft power the idea that international success depends not just upon weaponry force and military coercion but also on admiration and respect for a country s culture and way of life is winning ever greater global attention As China enjoys ever increasing heft on the global scene many Chinese officials seek to emulate the past success of the United States in dominating the world not simply militarily but in terms of influence and prestige Most are very conscious that soft power can be extremely valuable in terms of supplementing and boosting their country s military and strategic position but are often uncertain as to how to deploy the instruments of propaganda and cultural diplomacy most effectively The essays in this volume largely written by scholars based in mainland China represent an extended effort to debate and assess the theoretical concept of soft power and just what it means and how it works in practice The authors focus upon the practical

impact and implications of soft power in diverse settings and situations in the United States past and present How they ask does soft power relate to issues of religion gender race and social equality at home and abroad What do American elections and political rhetoric do for American soft power Will China succeed in rivalling the United States in power whether hard soft or smart And how will soft power feature in US China relations present and future

**A Bibliographic Guide to North American Industry** Dale A. Stirling, 2009-03-26 With a view toward the heritage of North American Industry A Bibliographic Guide to North American Industry History Health and Hazardous Waste provides recommended readings in historical and contemporary literature related to the origins of specific industries the health and safety issues they face and how they manage waste and prevent pollution It encompasses three areas of industry that are critical to understanding the whole of industry historical development protection of worker health and management of associated hazardous substances and materials This publication serves the reference needs of researchers examining issues of historical development of industry worker exposure to hazardous substances and materials and historic and contemporary management of hazardous wastes The book is unique in using the North American Industrial Classification System as a framework for organizing bibliographic entries Attorneys historians economists and all others interested in historical and contemporary issues facing North American industry find here a useful and important resource

**Builders of Ohio** Warren R. Van Tine, Michael Dale Pierce, 2003 Van Tine and Pierces Builders of Ohio is composed of twenty four essays that use biography to explore Ohio s history Collectively they provide a historical overview of the state s development from George Croghan s search for fame and fortune on the seventeenth century frontier through Dave Thomas s more recent creation of a fast food empire Each chapter also addresses important events and transformations in the state s history such as European settlement Native American resistance the creation of territorial and state governments the development of the state s educational and economic institutions the disruption created by the Civil War the struggle of African Americans and women to participate in Ohio s public life efforts to ameliorate the pernicious effects of industrialization the negotiation of the state s role in a nation increasingly dominated by the federal government or the ramifications of de industrialization and rise of a service economy

*The SAGE Handbook of Hospitality Management* Roy C Wood, Bob Brotherton, 2008-06-05 At last a comprehensive systematically organized Handbook which gives a reliable and critical guide to all aspects of one of the world s leading industries the hospitality industry The book focuses on key aspects of the hospitality management curriculum research and practice bringing together leading scholars throughout the world Each essay examines a theme or functional aspect of hospitality management and offers a critical overview of the principle ideas and issues that have contributed and continue to contribute within it Topics include The nature of hospitality and hospitality management The relationship of hospitality management to tourism leisure and education provision The current state of development of the international hospitality business The core activities of food beverage and accommodation management Research strategies in hospitality

management Innovation and entrepreneurship trends The role of information technology The SAGE Handbook of Hospitality Management constitutes a single comprehensive source of reference which will satisfy the information needs of both specialists in the field and non specialists who require a contemporary introduction to the hospitality industry and its analysis Bob Brotherton formerly taught students of Hospitality and Tourism at Manchester Metropolitan University He has also taught Research Methods to Hospitality and Tourism students at a number of international institutions as a visiting lecturer Roy C Wood is based in the Oberoi Centre of Learning and Development India

### **Key Concepts in Hospitality**

**Management** Roy C Wood,2013-02-01 Accessibly written and thoughtfully edited making it essential reading for those studying hospitality and embarking on a career in the industry Peter Lugosi Oxford School of Hospitality Management This text is a fascinating read Roy Wood has spent 25 years teaching researching and writing on the hospitality industry much of that learning is here in this book Erwin Losekoot Auckland University of Technology All different aspects of the hospitality industry are elaborated on All in all a wonderful course book for for our students Claudia Rothwangl ITM College This book covers the major concepts students are likely to encounter throughout their study within the hospitality management giving a comprehensive and up to date overview as well as providing engaging everyday examples from around the world A leading figure in the field Roy Wood has successfully gathered international contributors with direct experience of hospitality management and the hospitality industry as a whole ensuring the academic geographical and practical integrity of the book Key Concepts in Hospitality Management is written for undergraduate students and those studying short postgraduate or executive education courses in hospitality management events management tourism management and leisure management

*Tourism Recreation Research* ,2001 International Encyclopedia of Hospitality Management 2nd edition Abraham Pizam,2012-06-25 The International Encyclopedia of Hospitality Management is the definitive reference work for any individual studying or working in the hospitality industry There are 185 Hospitality Management degrees in the UK alone This new edition updates and significantly revises twenty five per cent of the entries and has an additional twenty new entries New online material makes it the most up to date and accessible hospitality management encyclopedia on the market It covers all of the relevant issues in the field of hospitality management from a sectoral level lodging restaurants food service time share clubs and events as well as a functional one accounting and finance marketing strategic management human resources information technology and facilities management Its unique user friendly structure enables readers to find exactly the information they require at a glance whether they require broad detail that takes a more cross sectional view across each subject field or more focused information that looks closely at specific topics and issues within the hospitality industry today *International Encyclopedia of Hospitality Management* Abraham Pizam,2005-04-18 The International Encyclopedia of Hospitality Management covers all of the relevant issues in the field of hospitality management from both a sectoral level Lodging Restaurants Clubs Time share Conventions As well as a functional one Accounting whether they



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