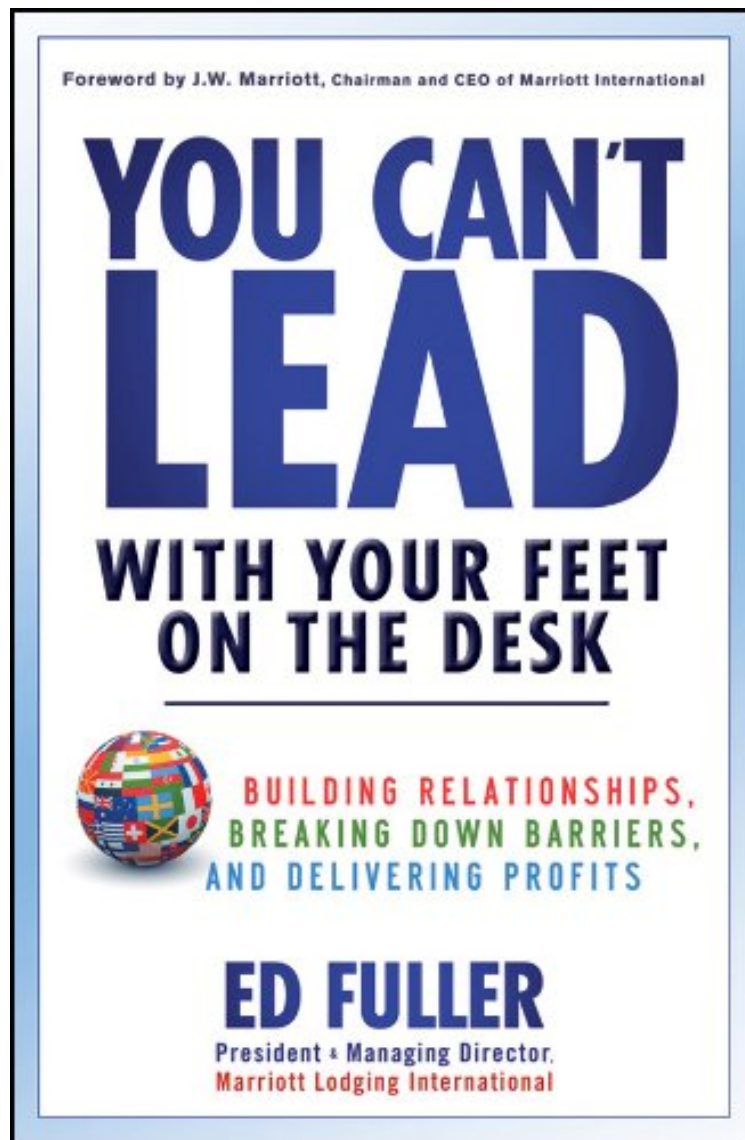


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You Can't Lead With Your Feet On the Desk: Building Relationships, Breaking Down Barriers, and Delivering Profits

Ed Fuller

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Ed Fuller : You Can't Lead With Your Feet On the Desk: Building Relationships, Breaking Down Barriers, and Delivering Profits before purchasing it in order to gauge whether or not it would be worth my time, and all praised You Can't Lead With Your Feet On the Desk: Building Relationships, Breaking Down Barriers, and Delivering Profits:

1 of 1 people found the following review helpful. Great for new managers/leaders!By AJ JohnsonThis was quick and easy read. While you won't learn anything new if you're an experienced leader, it is a good pick-up as a reminder of what it takes to remain successful in leadership. In many ways this book feels like it's an advertisement for Marriott - in fact, I became more fascinated with understand the history of Marriott and how they set their high standards for success.I would give this book to anyone that's new in management or leadership. There are some insightful nuggets. Mr. Fuller is an international executive and many of his examples are based on experiences he had in foreign countries. Some of that may or may not translate (no pun attended) for all his readers. Overall though, it was a well written book with some very salient points on leadership and building solid foundational business relationships.0 of 0 people found the following review helpful. Interesting (and Harrowing!) Stories From A Great HotelierBy ReviewerWhile I haven't worked directly with Ed Fuller, I can personally attest that his reputation at Marriott and in the industry is stellar. While Bill Marriott, Jr. tends to get a lot of the publicity when the company opens hotels from Manama to Milan, Ed Fuller is behind the scenes on many of these projects. His biography and business advice present themselves well in "You Can't Lead."Coming from a fellow hotelier who believes strongly that one can not simply understand a hotel, market, and business operation from an office phone, Ed Fuller describes in detail how critical being on location and forming strong relationships can be in business success. I would have liked the author to go in greater detail on how some of his business relationships were formed, how they were sustained, and how they could be better repaired in times of conflict. Nevertheless, the book is a fairly quick read with interesting tales from someone who's been involved in more international hotel development than almost anyone.I hope that the author enjoys his retirement--and his free room nights as a member of the QCC! By the way--if Ed is reading this--three cheers for the newish Renaissance in Paris on Avenue de Wagram. I stayed there three years ago and am not surprised in the least that the hotel has steadily climbed to be one of the most highly reviewed hotels in the city. Talk about the value of understanding markets and knowing that location is key! It's hard to find a non-North American Marriott hotel in a poor location and credit goes to Ed and his team for maintaining that high standard.0 of 0 people found the following review helpful. Relationships ARE EverythingBy Frank HaasEd Fuller has written a very entertaining but profound book about the need to build relationships on the ground in order to build a successful business. With more than 10 million air miles - and a 747 with his name on it - he has lived the airline equivalent of "walking the talk" when it comes to being a manager on the scene. His insights and observations are illustrated with anecdotes and stories which provide relevant - and entertaining - demonstrations of his theories in action. This book is indispensable for anyone doing international business. But, beyond that, it is a testament to the power of human relationships as a driver for business performance and profit.

"You can't lead with your feet on the desk . . . or your brain on hold. Ed Fuller brings experience, intelligence, and heart to this inspiring guide to building relationships and the good things that follow when you do. The message is delivered in an engaging style that keeps you entertained and leaves you with lasting wisdom." mdash;MICHAEL V. DRAKE, MD, Chancellor, University of California, Irvine "The world of tourism, hospitality, and hotels has become a very global, complex, and diverse industry. No one knows this better than Ed Fuller. In this thoughtfully written text, Ed is speaking to business students, managers, and executives of all industries through his rich experience in the global hotel industry. We have found many great examples within these pages of how we can conduct business better, and I would suggest that they are not only relevant in the United States but throughout the world." mdash;ANDREW H. FEINSTEIN, James A. Collins Distinguished Chair and Dean, The Collins College of Hospitality Management, Cal Poly Pomona "The World Travel Tourism Council services six continents. Ed's book will empower you to apply many of the principles that we employ globally, whether it's in Denver, Dubai, or Duuml;sseldorf. These principles will give you a competitive edge in your markets immediately." mdash;JEAN-CLAUDE BAUMGARTEN, President, World Travel Tourism Council "Ed Fuller's generous layers of personal experiences and his crisp narrative make his stern message easy to understand. Take my advice, read his book before you take another plane on a foreign business trip. It will change the way you behave." mdash;GEOFFREY KENT, founder and Executive Chairman, Abercrombie Kent "Let me tell you what Ed's book isn't: it's not a primer on how to shake hands or fold your napkin in another country. It's an incredibly rich insight into leadership through well-earned personal relationships and experiences that American business executives need to embrace to succeed in the global economy." mdash;ROGER DOW, President and CEO, U.S. Travel Association "Ed's book gives the student, manager, and executive practical experience in dealing with unique situations, new relationships, and creative problem-solving approaches that are broadly applicable in the business world, no matter where you live or whom you deal with. The insights will prove valuable to your personal growth." mdash;ANDY POLICANO, Dean, The Paul Merage School of Business, University of California, Irvine