

1. Record Nr.	UNINA9910467024903321
Autore	Parker Chris
Titolo	Diego Masciaga Way [[electronic resource]] : Lessons from the Master of Customer Service
Pubbl/distr/stampa	Urbane Publications Limited, 2014
ISBN	1-909273-49-X
Descrizione fisica	1 online resource (190 p.)
Altri autori (Persone)	MasciagaDiego
Disciplina	647.95068
Soggetti	Customer relations Customer services Service industries -- Management Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di contenuto	""Cover""; ""Half-title Page""; ""Title Page""; ""Copyright""; ""Dedication""; ""Forewords""; ""Testimonials""; ""Contents""; ""Acknowledgements""; ""Introduction""; ""1. Service a€? the Essence""; ""2. Recruitment & Training a€? the 3Ha€?s""; ""3. Leadership a€? In-Between the First and last Responsibility""; ""4. Delivering Outstanding Service a€? What You Make Others See""; ""5. Longevity, Consistency & Improvement a€? the Habit of Excellence""; ""Conclusion""; ""Author Biographies""
Sommario/riassunto	It isn't a job, it is a life. Diego Masciaga has worked for over twenty five years as the Director and Restaurant Manager of The Waterside Inn, one of the most well-known and influential restaurants in the world, serving global leaders, royalty and film stars. He is a legendary figure, awarded the Cavaliere Ordine al Merito della Repubblica Italiana (the equivalent of the knighthood) for his services to the hospitality and catering industry. He is also only the third ever recipient of the Grand Prix de L'Art de la Salle. Diego's customer service knowledge and advice has proved in

2. Record Nr.	UNINA9910780067203321
Autore	Richardson Alan <1955->
Titolo	British Romanticism and the science of the mind / / Alan Richardson [[electronic resource]]
Pubbl/distr/stampa	Cambridge : , : Cambridge University Press, , 2001
ISBN	1-107-12052-7 1-280-15913-8 0-511-11869-4 0-511-01205-5 0-511-15309-0 0-511-32510-X 0-511-48446-1 0-511-04613-8
Descrizione fisica	1 online resource (xx, 243 pages) : digital, PDF file(s)
Collana	Cambridge studies in Romanticism ; ; 47
Disciplina	820.9/356
Soggetti	English literature - 19th century - History and criticism Literature and science - Great Britain - History - 19th century Brain - Research - Great Britain - History - 19th century Neurosciences - Great Britain - History - 19th century Romanticism - Great Britain Mind and body in literature Psychology in literature
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Title from publisher's bibliographic system (viewed on 05 Oct 2015).
Nota di bibliografia	Includes bibliographical references (p. 219-236) and index.
Nota di contenuto	Cover; Half-title; Series-title; Title; Copyright; Dedication; Contents; Illustrations; Preface; Abbreviations; CHAPTER ONE Introduction: neural Romanticism; CHAPTER TWO Coleridge and the new unconscious; CHAPTER THREE A beating mind: Wordsworth's poetics and the science of feelingsZ; CHAPTER FOUR Of heartache and head injury: minds, brains, and the subject of Persuasion; CHAPTER FIVE Keats and the glories of the brain; CHAPTER SIX Embodied universalism, Romantic discourse, and the anthropological imagination; CHAPTER SEVEN Epilogue; Notes; Bibliography; Index

Sommario/riassunto

In this provocative and original study, Alan Richardson examines an entire range of intellectual, cultural, and ideological points of contact between British Romantic literary writing and the pioneering brain science of the time. Richardson breaks new ground in two fields, revealing a significant and undervalued facet of British Romanticism while demonstrating the 'Romantic' character of early neuroscience. Crucial notions like the active mind, organicism, the unconscious, the fragmented subject, instinct and intuition, arising simultaneously within the literature and psychology of the era, take on unsuspected valences that transform conventional accounts of Romantic cultural history. Neglected issues like the corporeality of mind, the role of non-linguistic communication, and the peculiarly Romantic understanding of cultural universals are reopened in discussions that bring new light to bear on long-standing critical puzzles, from Coleridge's suppression of 'Kubla Khan', to Wordsworth's perplexing theory of poetic language, to Austen's interest in head injury.
