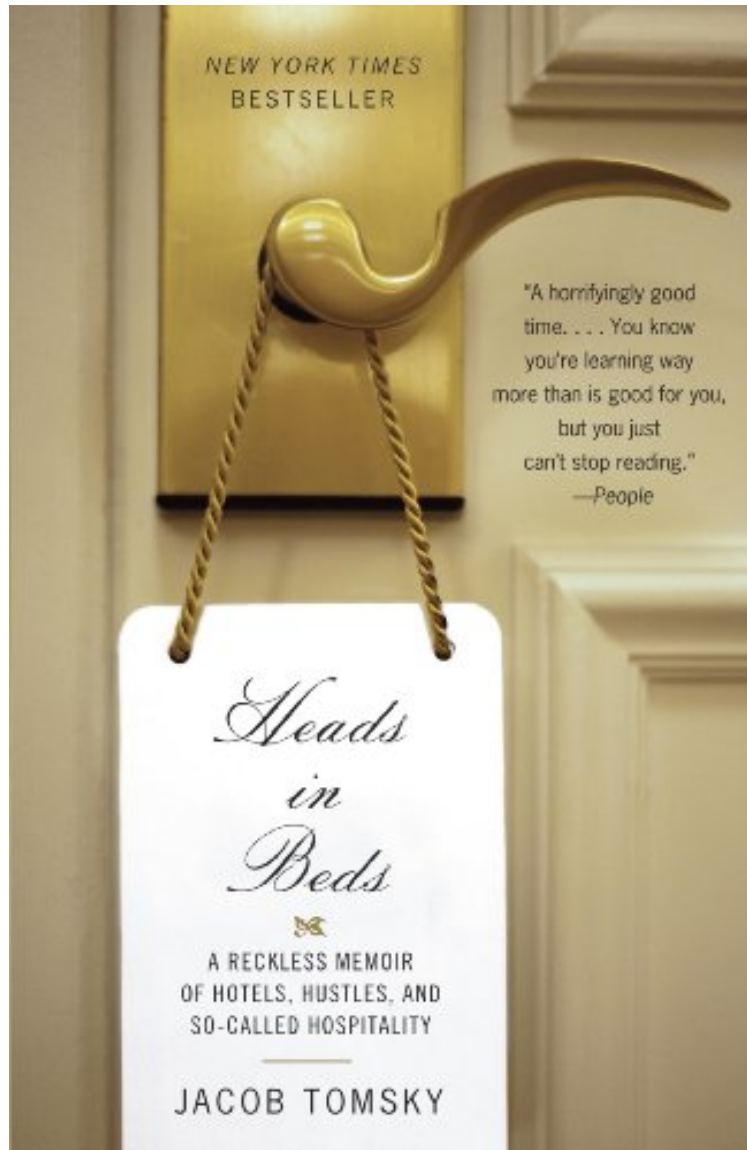


## Heads in Beds: A Reckless Memoir of Hotels, Hustles, and So-Called Hospitality

Jacob Tomsky

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**Jacob Tomsky : Heads in Beds: A Reckless Memoir of Hotels, Hustles, and So-Called Hospitality** before purchasing it in order to gage whether or not it would be worth my time, and all praised Heads in Beds: A Reckless Memoir of Hotels, Hustles, and So-Called Hospitality:

2 of 2 people found the following review helpful. Read this book for the insightsBy CMsGirlI need to qualify this four-star review. I, like many other reviewers, am not a big fan of the author. I feel like he's kind of a jerk and perhaps the

morals he espouses aren't the most amazing. However, I have to praise the book because it DOES give you helpful hints and also some pretty interesting stories. My husband, who has not read the book but whom I got a lot of info about it from me, decided to try it out. He stayed in Vegas last week at the Wyndham and slipped the front desk clerk a tip (\$20) while he was checking in. Guess what, she upgraded his room for free on the spot. I don't know how much extra it would have cost him to pay the actual price but I can guarantee it would have been more than \$20. That in itself made the book a good read for me!

5 of 6 people found the following review helpful. It's all about the almighty dollar ... or is it? By Miller. Tomsky's tales rank among the funnier books I have ever encountered. The language gets pretty salty from time to time, but that apparently is the way his interviews and experiences actually went. Insights I might never otherwise have obtained are now part of my arsenal the next time I require lodging in another city in dealing with hotel employees. If you know the right buttons to push, service and accommodations become those royalty might expect; not knowing those buttons or fear of pushing them or pride preventing you from pushing them may make a hotel visit a nightmare which could ruin a business trip or vacation. The book is not a piece designed for serious research, rather a beach read and a very enjoyable one at that!

2 of 2 people found the following review helpful. A solid pass. By CaptLoveBug. Not at all what I was expecting. It's extremely superficial and lacks any semblance of detail to make what could be exciting and wild stories interesting.

In the tradition of *Kitchen Confidential* and *Waiter Rant*, a rollicking, eye-opening, fantastically indiscreet memoir of a life spent (and misspent) in the hotel industry. Jacob Tomsky never intended to go into the hotel business. As a new college graduate, armed only with a philosophy degree and a singular lack of career direction, he became a valet parker for a large luxury hotel in New Orleans. Yet, rising fast through the ranks, he ended up working in "hospitality" for more than a decade, doing everything from supervising the housekeeping department to manning the front desk at an upscale Manhattan hotel. He's checked you in, checked you out, separated your white panties from the white bed sheets, parked your car, tasted your room-service meals, cleaned your toilet, denied you a late checkout, given you a wake-up call, eaten M&Ms out of your minibar, laughed at your jokes, and taken your money. In *Heads in Beds* he pulls back the curtain to expose the crazy and compelling reality of a multi-billion-dollar industry we think we know. *Heads in Beds* is a funny, authentic, and irreverent chronicle of the highs and lows of hotel life, told by a keenly observant insider who's seen it all. Prepare to be amused, shocked, and amazed as he spills the unwritten code of the bellhops, the antics that go on in the valet parking garage, the housekeeping department's dirty little secrets—not to mention the shameless activities of the guests, who are rarely on their best behavior. Prepare to be moved, too, by his candor about what it's like to toil in a highly demanding service industry at the luxury level, where people expect to get what they pay for (and often a whole lot more). Employees are poorly paid and frequently abused by coworkers and guests alike, and maintaining a semblance of sanity is a daily challenge. Along his journey Tomsky also reveals the secrets of the industry, offering easy ways to get what you need from your hotel without any hassle. This book (and a timely proffered twenty-dollar bill) will help you score late checkouts and upgrades, get free stuff galore, and make that pay-per-view charge magically disappear. Thanks to him you'll know how to get the very best service from any business that makes its money from putting heads in beds. Or, at the very least, you will keep the bellmen from taking your luggage into the camera-free back office and bashing it against the wall repeatedly.