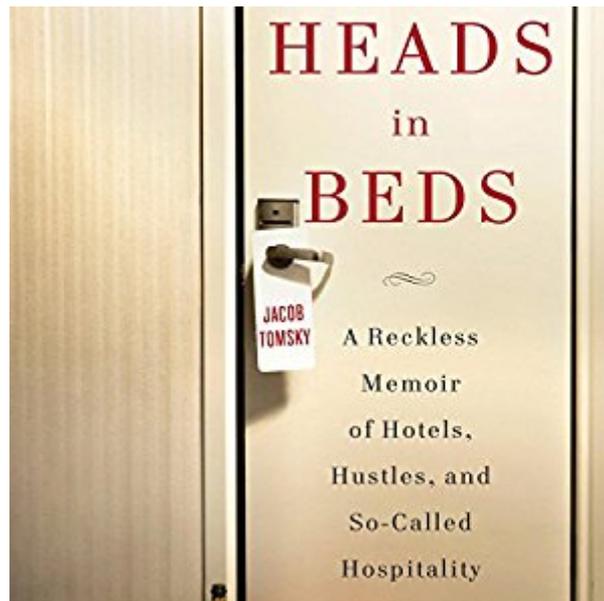


The book was found

Heads In Beds: A Reckless Memoir Of Hotels, Hustles, And So-Called Hospitality



Synopsis

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 Tomsy has worked in hotels for more than a decade, doing everything from valet parking to manning the front desk. He's checked you in, checked you out, separated your white panties from the white bed sheets, parked your car, tasted your room service, cleaned your toilet, denied you a late check out, given you a wake-up call, eaten M&Ms out of your mini-bar, laughed at your jokes, and taken your money. And in *Heads in Beds*, he pulls back the curtain on the hospitality business, revealing the crazy yet compelling reality of an industry we think we know. It is an incredibly funny, authentic, and irreverent chronicle of the highs and lows of hotel life and boy, is there a market for it: in 2010, the American lodging industry generated \$127.7 billion in revenue. 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, and the housekeeping department's dirty little secrets. Prepare to be moved, too, by his insightful honesty about the profession; employees are often poorly paid and frequently abused. However, *Heads in Beds* is more than just a memoir. Jake explains the secrets of the industry, offering easy and legal ways to get what you need from your hotel without any hassle - from scoring late check-ins and upgrades to getting that pay-per-view charge knocked off your bill. This book will give you the knowledge you need to get the very best service from any hotel or property, from any business that makes its money from putting heads in beds. Or, at the very least, it will keep the bellhops from taking your luggage into the camera-free back office and stomping the crap out of it.

Book Information

Audible Audio Edition

Listening Length: 8 hours and 8 minutes

Program Type: Audiobook

Version: Unabridged

Publisher: Random House Audio

Audible.com Release Date: November 20, 2012

Whispersync for Voice: Ready

Language: English

ASIN: B009VSGBWI

Best Sellers Rank: #130 in Books > Audible Audiobooks > Biographies & Memoirs > Business

Leaders #355 in Books > Audible Audiobooks > Humor #435 in Books > Business & Money >

Customer Reviews

I'm conflicted about HEADS IN BEDS. I really wanted to like it. I spent some time in hospitality myself, and I think there are great stories to be told from both sides of the check-in desk. And there are some interesting stories in this book, at least in the 85 pages of it that I got through before putting it down. And why did I put it down? Mostly, because a memoir needs a likable, or at least, engaging, narrator and Tomsy comes across as neither. An example: early in the book, he decides to impress us by giving us some historical context for the development of the hospitality industry. I guess he and his editor thought that three paragraphs of history was too dry, so Tomsy decided to spice it up. "So in 1794, someone, some ---hole, built the very first 'hotel' in New York City..." If Tomsy really feels that way about whoever opened that hotel, I've got to ask, why? What did he ever do to him to earn that kind of vitriol. And if he doesn't really feel angry enough towards him to use that word, then he's the worst kind of literary poseur: a YouTube commenting keyboard warrior with an agent. Tomsy does this quite a bit. It's one thing to have the profanity and pseudo-tough guy language in your dialog. It can even come out of your narrator's mouth when speaking out loud. But when the narrator uses this kind of language to talk directly to the reader, it's trying too hard to be edgy. He does this throughout, and it feels completely inauthentic to me. It makes me not trust the narrator, and that's the kiss of death for a memoir. What finally killed the book for me was the narrator's sense of entitlement.

I have worked in the conference planning industry for over 10 years now and have dealt with my share of hotels. I was looking forward to reading "Heads In Beds" to get some additional insight into working with these properties. In my experience most hotel employees are good, hardworking people who genuinely care about customers. The book starts out fairly interesting with a few good ideas, but by the end the author has become so jaded and annoying, with such a horrible entitled attitude, that I just wished for the whole thing to be over. I have a second job where I work for tips too and this book is just embarrassing to those of us who actually care about our jobs and realize that the key to maximizing your tips is actually caring about the customer and taking pride in your job. First, the good part of the book. A few of the ideas presented are helpful. Tip the front desk clerk upon check-in. Tip the bellman. Mostly just tip. (Interestingly enough, he does not mention tipping the room maids, but they should be tipped too). You would be shocked at the number of people who either don't know to tip or who simply ignore it. People in these industries depend on tips to feed

their families, and I firmly believe everyone should hold a job where they are dependent on tips for a year to see what it is like. The book quickly slips into a sense of bitterness and entitlement, however. Early on author Jacob Tomsy tells the union organizer for his New York hotel that he is afraid unions will lead to "laziness" at the hotel. He finally signs for his union card and later begins to take advantage of the situation himself.

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