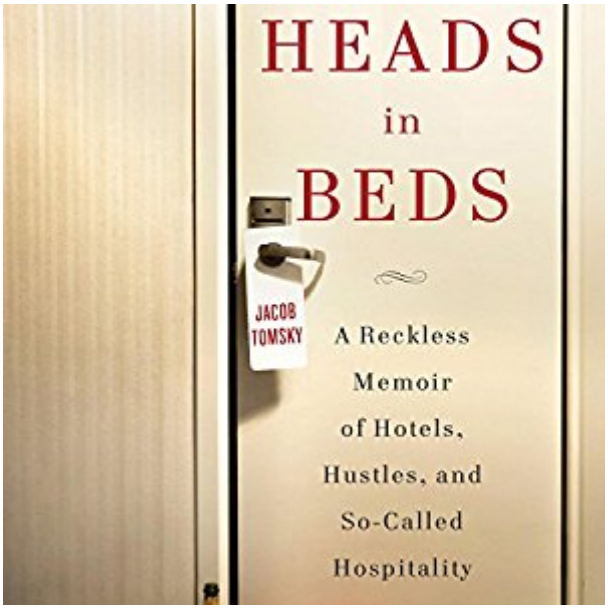
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Heads In Beds: A Reckless Memoir Of Hotels, Hustles, And So-Called Hospitality



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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 Tomsky 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 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
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Publisher: Random House Audio
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Whispersync for Voice: Ready
Language: English
ASIN: B009VSGBWI
Best Sellers Rank: #95 inÃ Â Books > Audible Audiobooks > Biographies & Memoirs > Business Leaders #323 inÃ Â Books > Audible Audiobooks > Humor #382 inÃ Â Books > Business &

Customer Reviews

I 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 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!

Tomsky’s tales ranks 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!

Not at all what I was expecting. Its extremely superficial and lacks any semblance of detail to make what could be exciting and wild stories interested.

Working in hospitality for the last ten years, this "hit home" with me...Really enjoyed it. A real page-turner.

Lots of laughs for someone who has been in the business for 40 years. Being from a little market it was interesting to see how the larger markets work. He got it right about how the largest corporation work.

it was actually a really interesting book to read. It explains a lot of the inside the works of a hotel, which I was always wondering about. The tips are good also. I thoroughly enjoyed reading the book.

More a biography than insight into the world of the hotel industry but some interesting tips along the way. Typical of many millennial authors, the use of profanity is incorporated as part of the vernacular (although once he moved from a New Orleans hotel to one in New York City, where that really is the vernacular!), which I tend to find annoying. Not due to prudish concerns, it just seems to me that once profanity is incorporated it tends to lose impact when it might actually be justified.But I digress, the most interesting part of the book to me is the contrast between his initial hotel assignment, opening a new one in New Orleans under a relatively paternalistic and team oriented management team to one that became unionized in New York City. The workers certainly needed protection when a private equity firm took over but the relationship soon developed into an "us versus them" mentality with the management attempting to enforce rules and the workers trying to beat them. And, being New York, the almighty dollar is the primary motivator regardless of the level of the employee.Still, want tips on how to beat the mini-bar or the in room movie charges, give it a read. How about how to beat the no-show charge when you miss a reservation? Yeah, that is there as well. Welcome to the games of the hotel industry!Not exactly high art in terms of literary standards but certainly was interesting and allowed me to breeze through it.

This book is essentially one of a kind and a well written story on top of that! It was recommended to me from my boss (a front desk supervisor) at a fancy resort and I am glad I took his advice. I highly recommend this for a casual read or to remind yourself that every customer service employee has their moments and their stories. Again, great read!

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