

Essay on hospitality management

[Business](#), [Management](#)



HOSPITALITY MANAGEMENT

Part 1

Peter Drucker is considered as the father of modern age corporate management, and is also termed one of the key most influential persons in today's corporate world. Drucker's management theory is founded on criticism of previous theories such as the humanistic and classical approaches. These past approaches assumed that effectiveness was an expected and natural result of management (Drucker, 2008). However, Drucker argued that effectiveness was more vital for an organization than efficiency and hence it was the foundation of any corporate body.

Drucker's theory of management can be applied in the hospitality industry: mainly because the industry comprises of several hierarchies. However, through the MBO theory, the various departments can work towards achieving a common goal which would help reduce sub-optimality (Ninemier & Hayes, 2008). The Food and Beverage department needs to be working towards the same objectives as the laundry department. This way, each department supports each other for the success of the establishment.

The MBO theory calls for employee involvement in setting objectives; this would be integrated in the hospitality industry since the staff members have direct contact with the clients (Ninemier & Hayes, 2008). As a result, these employees are aware of which objectives would impact on customer satisfaction and profit margins.

Part 2

I would love to visit the famous Maasai Mara in Kenya and this website <http://www.maasaimara.com/> just made me wish I would be travelling there tomorrow if not today. The website has clear pictures of the game reserve which capture the viewer's imagination on what it would feel like to physically enjoy the attractions covered in the pictures. Whenever I thought of visiting the Maasai Mara I never knew among the activities I could engage in include hot air balloon rides. This website has however made me aware of this activity. After reviewing the website I have found out that there is so much I did not know about the game reserve; this has increased my desire to visit the Maasai Mara.

The website provides the necessary information I would require to make travel arrangements to the Maasai Mara. The site has links to accommodation service providers and tour operators who would provide me with the services I need to enjoy my tour of the Maasai Mara. Also, the site has links to already pre-planned tours which I can purchase instead of planning my own itinerary.

The website by Kenyalogy found on <http://www.kenyalogy.com/eng/parques/mara2.html> provides me as a potential tourist with the details I need to know about the geographical position and condition of the Maasai Mara. From this site I have learnt that I should only get a 4WD vehicle for the game drive in the reserve due to the bad condition of the roads, especially during the rainy season.

Go 2 Africa's website is also resourceful for a person wishing to travel to the Mara. From the details found on this page <http://www.go2africa.com/kenya/masai-mara> the site lists the main highlights that one should not miss during their trip. The site also gives the tourist a chance to request quotes from various service providers on their Maasai Mara tour. This makes this website more like a one-stop shop.

After reviewing the information I have seen in the three websites, I am convinced that I need to visit the Maasai Mara soon and get to experience its beauty as described in the websites.

Drucker, P. (2008). *The Essential Drucker: The Best of Sixty years of Peter Drucker's Essential Writings on Management*. New York: HarperBusiness Publishers.

Ninemier, J. & Hayes, D. (2008). *Human Resources Management in the Hospitality Industry*. New Jersey: Wiley.