

Aib service models encounter

Business



The organization has set up management that implies that the overall manager should handle all the issues that arise in the running of the hotel. All complaints are directed to the manager who otherwise should be delegating the concerned offices to address the issues. This set up leaves the manager overworked. When a female confirmation of the reservation made two weeks earlier is unable to be traced due to mishap in paperwork, the member of staff calls the manager to address the issue. This is a problem that the concerned department should be able to handle without the involvement of the manager. However, the manager should be the final person to be consulted if the department falls short of the ability to address the issue.

From the models employed, it is also evident that the hotel suffers unprofessionalism among its staff. The problem is even worse than this attribute is observed in the overall manager. According to Stephen (2012, pp. 132), the manager should be able to guide and mold the young and the employees below him. It is no doubt that the manager should be able to motivate, guide, and mentor young and new employees. Seeing the employees emulate good ethics should be the manager's tall order.

If the manager conducts himself in an unprofessional manner, it will be easy for the rest of the staff to emulate him (Stephen 2012, pp. 93). The manager acts inappropriately towards the attractive young client. He inappropriately became flirtatious and tried to get close to the lady-client. Further, he acts inefficiently as he stops at the vending shop and takes his time making his way to the same customer awaiting him. The manager is also rude and discriminating when addressing the person who was unable to access a wheelchair as prior arranged.

It can also be noted that the hotel, as a business organization, has a poor organization-client relationship. The organization should make its clients feel contented and satisfied with the services they offer. From the treatment clients are getting from the manager; they are bound not to go back. The old man struggles with his own language. This shows that management is not concerned with the welfare of the clients.

The above problems can be tamed by setting up various relevant departments. The various departments will be able to address the pertinent issues more effectively and appropriately. This would ensure that the manager is not overloaded with all the issues arising in the hotel. The un-professionalism element can be solved by organizing regular educational forums that will keep reminding the staff of the importance of acting within the work ethics. A better organization-client relationship should also be considered to ensure that the clients feel satisfied and leave with an assurance of coming back. Relevant departments to handle the client welfare can also be set up to help rebuild the relationship. Most of the above proposals face obstacles that include the cost needed to set up the new departments and the education forum.

Lastly, all the above measures are aimed at ensuring that the clients get satisfied with the services offered to them. Consequently, if they are followed to the latter, the customers are bound to come again. When an organization loses clients, it loses its revenue too. Therefore, it would be wise for the organization to implement the above proposals successfully within a span of one and two years.