

Room division operations management



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Traditionally, the term “ management” refers to the activities (and often the group of people) involved in the four general functions: planning, organizing, leading and coordinating of resourcees. Note that the four functiions recur throughout the organization and are highly integrated. Emerging trends in management include assertiions that leading is different than managing, and that the nature of how the four functions is carried out must change to accommodate a “ new paradigm” in management. This topic in the library helps the reader to accomplish a broad understanding of management (including traditional and emerging views), and the areas of knowledge and skills required to carry out the major functions of management.

1. 1 Different management styles:

The different types of management styles can be the key to your business’s success or failure. Let’s face it, when we start a business we may start out with just a hand full of trusted business partners who can somewhat agree on the mission statement. At some point you will have to hire employees. Employees can be interesting people; you have to get them to grab hold of your vision so that they are on the same track as the business. How we manage these people can make or break our business at critical growth moments. As a business the main goal as a whole should be to gain a profit.

Profit = growth+people. The management style that you choose can establish whether it runs evenly across the board or spirals out of control. There are four major types of management styles including autocratic, paternalistic, and democratic and Laissez- faire. Now, before we get into these much farther it is important to figure out whom you are, find your

personality, what kind of leader are you? Are you a ‘What I say goes’ or a ‘Let it be’ or maybe a ‘what do you think?’ The type of management style you choose will be based largely on you as a person. Find a friend, spouse, or co-worker and ask them what kind of leader they think you are, or find a personality test. Your personality, the type of business you operate and the employees that help you operate it will usually determine which is best for you.

1 Autocratic style of management:

This type of management style allows businesses to keep a blueprint if you will, in how the company operates. This is because the foundation of an autocratic style of management comes from the idea of a country that is run by a king or dictator. If you haven’t guessed you can run this type of management style the best if your employees are followers and don’t normally form their own thoughts or ideas. They pretty much run the business like they are supposed to because it is the blueprint that they were given for success.

The leader of a business that prefers an autocratic style of managing, most likely enjoys the feeling of authority this style brings. Of course just like a King, or Dictator, this management style allows the person to make final decisions about the business without the employees having any input but normally bases the decision with the employees in mind and what he or she feels is best for them. With some businesses this works, for example Papa John’s wants their employees to make their pizza exactly as specify. For one,

this provides continuity, so you know no matter where you go in the world; Papa John's pizza will have that same quality taste.

2. Paternalistic management style:

In a nutshell this management style tells the people what is best for them. This may sound the same as the autocratic style, but with the Paternalistic style of management, the business leaders are looking for the input of their employees. The business leader will make the final decision but not without careful consideration of the feedback. This gives the employees the opportunity to voice their opinions and ideas. This also allows for more awareness of the employee's needs, as people rather than just plain business.

3.. Democratic management style:

The Democratic management style is the style grafted from the government system of the United States. This management style works well because normally there will be several leaders of the same business that are lending their ears to the employees in order to provide good two way communication. The Democratic management style is successful because they allow employees below them to make decisions' on their own much like the different States that make up the U. S. as well as their cities, are able to make their own laws. This type of management style is mostly found in businesses where efficiency is a joint operation. Much like you would see in a hospital setting, where all the different jobs such as a Nurse, M. D., Radiologist, and Social service representative would work to together with the same goal, heal the patient, but from different perspectives.

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4. Laissez-faire (tolerant, lenient, liberal) management

This management style by itself would be an extremely bad choice, because by definition it says refusal to interfere. This type of business management only works if the people involved are self-motivated and task oriented. Much like when a business first starts, each person knows what they need to get done each day. Nobody has rule over the other and the job still gets done. Like Doctors working together this is because they are highly trained, self-motivated, and professional that they don't require direction or oversight.

The main thing to keep in mind is to know yourself and the type of manager that you are, some of the best managers are able to incorporate all of the different management styles. These are normally the ' Type B' personalities. The basics of these four management styles describe how you allow your employees to function, whether that is on a short leash or a long one. How much you control your employees and how much you allow them to control the working environment.

1. 2 Discuss leadership characteristic and motivation theories: Leader: A leader is a person who has a vision a drive a commitment to achieve that vision. Leader change the organization around them but they make difference to a business rather than just making the business work.

Leadership characteristic: Leadership characteristics are an interesting topic because some people wonder if they possess these characteristics without completely understanding what they might be. In other words, we have people trying to figure out if they are leaders, but they don't really understand what defines a leader. Let's take a close look at some of the

characteristics of a leader so you can figure out how you measure up. There are 10 type of leadership characteristic that impact organizational growth:

1. Internal motivation and self-management:

Transformational leaders find motivation from within and use that as the driving force to effectively manage the direction of the company. The best natural form of motivation is to love what you do and ensure that your values are aligned with the organization you work with.

2. The ability to make difficult decisions:

Difficult decisions are a part of being a leader. Transformational leaders do not back away or put off tough decisions. Difficult decisions are made easier when decisions align with clearly defined vision, values, goals, and objectives.

3. Check their ego:

When placed in a position of power, it is easy to let your ego get the best of you. However, transformational leaders keep their ego in check and do not let it get in the way of doing what is best for business. The benefit of checking your ego ensures you put the company first over personal gain and encourages the best input from others within the organization — because when the company succeeds, you as a leader also succeed.

4. Willing to take the right risks:

Anyone can take a risk. Transformational leaders take calculated risks that more often than not result in positive outcomes. Trusting your instinct, as

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well as your team to gather the necessary intelligence is important. Trusting your gut is easier when you have taken the time to research, evaluate and inform your decisions with input from those around you. Failure to take the appropriate risks and make these difficult decisions will inhibit change and your ability to grow.

5. Organizational consciousness:

Transformational leaders share the collective conscious of their organization. They understand what actions to take to evoke change, spur innovation, and make decisions that will create growth. Since their own values are aligned with the organization they share a joint purpose with the organization and do not just view their position in the company as just a job.

6. Adaptability:

Transformational leaders are willing to adapt and are always seeking new ways to respond to a constantly changing business environment. They know that the second they stand still is when they will be passed by their competitors; which means they are open-minded to change and lifelong learners.

7. Willing to listen and entertain new ideas:

It is a rare individual who can build an empire. Transformational leaders understand that success is a team effort and growth is derived from the willingness to be open and listen to ideas from all levels of their organization. Transformational leaders create intentional ways to listen to their team and incorporate their insights.

8. Inspirational:

People want to be inspired. Transformational leaders have the ability to make those around rise to the occasion. Inspiration comes not just from a formal motivational speech or simple recognition for a job well done, but by treating people as individuals and taking the time to understand what motivates and inspires their team.

9. Proactive:

Transformational leaders are proactive decision makers. They do not wait around for others to make decisions and then react. They are willing to take risks, try new things and take an innovative approach to growing the organization. However, they also understand how to manage risk and make decisions that are backed by research, multiple insights and are well thought out.

10. Visionary:

Being a visionary is about setting a realistic and concise company mission, vision, and values that fit the culture of your organization. Transformational leaders have the ability not only to effectively communicate the vision, but also get every person to buy in and work toward that vision by communicating with passion and clearly emphasizing the direction they want the company to pursue.

Motivation theories: Motivation is a complex phenomenon. Several theories attempt to explain how motivation works. In management circles, probably

the most popular explanations of motivation are based on the needs of the individual. Douglas McGregor put theory of X and theory Y

Theory X: In this theory which has been proven counter effective in most modern practice management assumes employees are inherently lazy and will work if they can and they inherently dislike work. As a result of this management believes that worker need to be closely supervised and comprehensive system of control development. A hieratical structure is need with narrow span of control at each and every level. According to this theory employees will show little ambition without any enticing incentive programme and will avoid responsibility where they can. The theory X manager tends to believe that everything must end in blaming someone.

Theory Y: Management assumes that the employees may be ambition and self-motivated and exercise self-control. It is believed that employee enjoy their mental and physical work duties. A theory Y manager believes that given that to do well at work. They believe that the satisfaction of doing good job is a strong motivation.

1. 3 Communication process:

Two way transfer of the information is called communication. It includes three parties called sender, receiver and the channel through which the information is transferred from one person or place to another person or place. There are three types of communication modes:

Verbal communication is the most used form applied for communication. It contains words and it could be spoken or could be in the written form. This is the formal style of communication.

Para verbal messages and non verbal messages are the informal modes of communication. Para verbal messages send the message through the tone, pitch and way of speaking. Non verbal message is the form of sending message in which messages are sent through body gestures.

British hospitality association is the hospitality company that works in the different departments and sectors to help the people. These associations work almost in all kind of areas especially providing the jobs for the people and contain the restaurant chains in this area. Company has different mode of communication used in the company. In restaurant chain in which the association is mostly working by providing the job to the different people, normally verbal and non verbal approach is used. When the people are trained, they use the process of the verbal approach and by putting on the job; the employees need to get trained. (goodwill industries international communication)

1. 4 Organisational culture and change in selected businesses:

Organisations don't change. People do, one at a time, one action at a time. In a world which is both fast-paced and forever-changing, organisations need to transform in order to stay competitive and perform to their peak potential. From two organisations merging together to a change in organisational focus or direction, having the right culture in place is a vital ingredient in achieving the corporate vision. From our own research, 80-85% of an existing culture in a good organisation is productive and valuable, and should be continued into the future. The remaining 15-20% simply needs refocusing, to deal better with tomorrow's very different challenges.

The most significant development in the world economy during the past few decades has been the increasing globalization of economic activities. In today's rapidly changing world, the economic activities of individual countries do not occur in isolation, nor are they insulated by geographic distance; their economies and markets have become highly integrated worldwide. The priority of this economic development has shifted toward the service sector in the developed countries. Such development trends require management for change: changes in globalizing products and services for worldwide markets.

Hospitality is a very important component of the service industry in any country's national economy. When a domestic hospitality company decides to expand its operation into a foreign country, its overseas development is recognized as international business and its business revenues generated from overseas operations are described as a service export. In this introductory chapter, the discussions are intended to be broad-ranging. The hospitality industry as a service export in international business is explained, and the characteristics, scope, and diversity of the international hospitality industry are discussed. A historical perspective is provided on the development of each segment of the hospitality industry, and hospitality companies' motivations for expanding operations into foreign countries are identified.

When a domestic hospitality company establishes a new business in a foreign market, this company is said to be engaging in international business. International business is defined as business transactions taking place between two or more companies from different countries. The term ‘

hospitality industry' is used to encompass all facets of the businesses that cater to travellers' needs when they are away from home. Even though the primary focus of this book is on international hotel and restaurant development and operations, it is necessary to describe briefly many interrelated aspects of the international hospitality industry. Once these mutually dependent segments of the industry are identified and explained, a global manager can better understand its complexity and interrelationship.

The international tourism and hospitality industry is defined as the spatial movement of travellers, and the reception and entertainment of travellers away from their home countries. This broad definition includes various businesses that cater to international visitors' travel needs. This complex and diverse industry can be divided into three distinctive yet mutually inclusive components: (a) origin market, (b) international transportation, and (c) receiving destination.

2. 1 cv

2. 2. Personal strengths, weaknesses, opportunities and threats:

I often carry out an initial screening interview by telephone, which will help me assess the candidate's communication skills and also understand the candidate's interest in working at the Berkeley. During this initial chat, I also try to find out about the reasons why the candidate may want to leave their current employment. Provided that the telephone screening goes well, I then invite the candidate to attend formal interviews in the hotel. I confirm the date and time of the interview and invite the candidate to complete an online competency-based questionnaire in advance. The questionnaire is yet

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another recruitment tool used to assess candidates against an agreed set of job competencies. During the personal interviews, we rely quite heavily on behavioural questions that help us understand how the candidate behaves in certain situations. Competency-based interviewing goes by the principle that “past behaviour is a good indicator of future behaviour”. It goes without saying that I also look for candidates who demonstrate high levels of customer care.

2. 3 Action plan Planning is key to any business throughout its existence. Every successful business regularly reviews its business plan to ensure it continues to meet its needs. It's sensible to review current performance on a regular basis and identify the most likely strategies for growth. Once you've reviewed your progress and identified the key growth areas that you want to target, it's time to revisit your business plan and make it a road map to the next stages for your business. This guide will show how you can turn your business plan from a static document into a dynamic template that will help your business both survive and thrive. Most potential investors will want to see a business plan before they consider funding your business. Although many businesses are tempted to use their business plans solely for this purpose, a good plan should set the course of a business over its lifespan.

A business plan plays a key role in allocating resources throughout a business. It is a tool that can help you attract new funds or that you can use as a strategy document. A good business plan reveals how you would use the bank loan or investment you are asking for. Ongoing business planning means that you can monitor whether you are achieving your business objectives. A business plan can be used as a tool to identify where you are

now and in which direction you wish your business to grow. A business plan will also ensure that you meet certain key targets and manage business priorities. You can maximise your chances of success by adopting a continuous and regular business planning cycle that keeps the plan up-to-date.

This should include regular business planning meetings which involve key people from the business. To find out more, see our guides on how to review your business performance and how to assess your options for growth. If you regularly assess your performance against the plans and targets you have set, you are more likely to meet your objectives. It can also signpost where and why you're going astray. Many businesses choose to assess progress every three or six months. The assessment will also help you in discussions with banks, investors and even potential buyers of your business. Regular review is a good vehicle for showing direction and commitment to employees, customers and suppliers.

Defining your business' purpose in your business plan keeps you focused, inspires your employees and attracts customers. Your business plan should include a summary of what your business does, how it has developed and where you want it to go. In particular, it should cover your strategy for improving your existing sales and processes to achieve the growth you desire. You also need to make it clear what timeframe the business plan covers – this will typically be for the next 12 to 24 months.

The plan needs to include:

The marketing aims and objectives, for example how many new customers you want to gain and the anticipated size of your customer base at the end of the period. To find out about marketing strategy, see our guide on how to create your marketing strategy. Operational information such as where your business is based, who your suppliers are and the premises and equipment needed. Financial information, including profit and loss forecasts, cash flow forecasts, sales forecasts and audited accounts. A summary of the business objectives, including targets and dates. If yours is an owner-managed business, you may wish to include an exit plan. This includes planning the timing of your departure and the circumstances, e. g. family succession, sale of the business, floating your business or closing it down. If you intend to present your business plan to an external audience such as investors or banks, you will also need to include:

your aims and objectives for each area of the business details of the history of the business, including financial records from the last three years – if this isn't possible, provide details about trading to date the skills and qualifications of the management involved in your business information about the product or service, its distinctiveness and where it fits into the marketplace.

Achieving goals As from the scenario, it is understood that the company will not increase the pay for the employees and still wants the employees to be motivated with the work. Although the pay is the most important motivational factor but still there are number of motivational factors.

Respect:

Every employee wants the respect in the company. He wants to be treated well and therefore company must give him the respect and dignity so it can keep the employee motivated. Recognition: If the employee works well, he wants to be recognized on the work place. Company can take steps such as giving them the certificate of excellent performance so other employees can also be motivated.

Involvement in decision making:

During the specific task, company must try to involve and get the employees point of view. It will give the feeling to the employees of their opinion in the task and they will be mentally prepared to do it.

New skills offered:

Company must often offer the programs and the classes which help the employees to improve the work skills. It will not only help full in increasing the productivity but will also help the company to motivate the employees.

Opportunity for advancement:

Company must make the tasks in such a way that can help the employees to give the opportunity for the advancement on the work place.

Challenging work place: Challenging workplace is also the important factor for the organization to motivate the employee. The task must be made in such a way that create the environment of the competitor in the company.

Good attitude from management:

Attitude from the management should be polite and loyal towards the employees. The company must make the policies that can give the sense that the company will help the employees even in the social and personal life.

Job security:

Company should also take the steps which can give the assurance to the company's employees about the security of the job. These steps will also help to increase the motivation of employees.

Good working conditions:

The place where work will perform the duties should be well enough and good for the workers to do the work. The employees friendly work place helps the employees to increase the motivation.

Tactful discipline:

There should be the discipline in the approach and it is in the way that the company's policies towards the employees will be managed very politely to keep the employees happy with the company.

Interesting work: The work or the objective should be interesting so it can keep the involvement of the employees with the work and they can work with efficiency. (Heathfield)

3. 2 Keeping the employee's turnover low: There are the following techniques which the company can adopt to keep the employees turn over low.

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1. Development plan and growth opportunities on work place reduce employees' turnover. 2. Appreciation and timely reward by company help the employee to stick with the company. 3. Building trust and environment of friendliness helps the employee to stay loyal with company. 4. Employees should be actively engaged in the company's work and having the crafting work duties tend to have the less employee turnover. 5. Communication is the key thing in this process. Effective communication and manager's keep in touch with employees will allow the company to reduce employee turnover.

6. Putting the employees on the different types of jobs in the same organization maintains the employees' interest in the company and stopping him to quit the company. 7. In tough conditions, companies should increase the salaries or give the bonuses so employees will have been happy with the company. 8. Keeping the polite attitude with the company's employees helps the employees to feel satisfaction in the company and will allow the company's employees to stay loyal with company. 9. Feed back of the employees should be given in such a way that the employee feel that it is better for him to do the effort next time. 10. The leaders should be trained so they can read the mind of the employees which can help the employee if they face the problem on the work place or in the private life.