

Case study example

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Running Head: CASE STUDY Lecturer: Case Study The pets have created mayhem at the times hotel and an emergency room to house the cats must be identified in the shortest time possible. The dog owners must be referred to the Sebastian hotel two blocks away. More room attendants have to be engaged for one day. They can be sourced from related sections that are not currently busy. Contacts who have previously worked as casual labourers in the rooms division can be engaged for a few hours to alleviate the pressure on room attendants. The executive engineer needs to be called in immediately to service the equipment while temporary air conditioners need to be provided. The Swiss chocolate ice cream cake roll has to be sourced from another vendor in the supplier's list immediately.

The situation analysis needs to begin with the communication breakdown. It is important to assess the communication between the sales department and the conference organizer who was supposed to ensure that the guests did not bring along their pets. The reservationist failed to inquire if the guests were dog or cat owners, which would have helped to avoid the two pets from creating a commotion at the Times hotel. The events demonstrated failure among the reservations personnel. There is need to ask them to explain why the mess occurred. The reason for two room attendants not to report to work during such chaos is questionable and needs an explanation. The switchboard operator failed to relay calls with important information to the chef and the reasons need to be known. The air conditioner was faulty and the front office manager did not get this information as calls from the executive engineer went unanswered. The switch board operator plays a significant role in the hotel's communication network and should not fail in his/her duty.

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The significance of effective communication between the front office and other departments cannot be overemphasized. It is important for the front office manager to develop an analytical perspective of the communication system. Active participation by front the office manager in routine communication is important for the effective management of other departments. Employees need to be trained on how to deal with colleagues within their department as well as in other departments to enhance professionalism in communication and service delivery. The function board needs to be reviewed with every employee on respective shifts to ensure professional initial guest contact. The front office manager needs to help the employees to concentrate on every day's forthcoming events. This may be accomplished through regular staff meetings and briefs that present an opportunity for the sales and marketing manager to offer brief s regarding the expected guests (Haves& Ninemeir, 2012).

Reference

Haves, D. K. & Ninemeir, J. D. 2012. Human Resources Management in the Hospitality Industry, New York, NY: Wiley.