

Role of The Manager In A Specific Tourism Hospitality and Events

Essay

The manager plays a major role in the any type of the organizations. Without effective management no one company can achieve their business goals in the specific time period. A manager put their high efforts in the management of all organizational operations. There are some management skills are uses by the manager in their daily life to work in systematic way. Organization are hire highly qualified managers in their business environment to manage their all business activities in proper channel. There are in the Green Park Hotel, UK also manager plays great role in the management of hotel operations.

The Green Park Hotel is one of the most popular hotels in the United Kingdom. The pure management is also big reason behind the success of this hotel. There are many hospitality operations are handling by the manager in the hotel. The manager use their effective management skills for running the all hotel operations in productive way. Without manager this hotel is not able to achieve their business goals in the hospitality industry. The role of the manager is impacting hotel services too much positively (Yadisaputra, 2015). In the hotel currently many employees are working, and these all employees are only work on the basis of manager's instructions. The manager give them perfect guidelines and direction for covering any task in the hotel operations. The manager is also working on improve their employees work efficiency. Every action in the hotel is taken under manager's supervision. The manager give orders to the respective employees in the hotel to complete any work for increase hotel performance. The existence of the manager in the hotel is like blood existence in the human body, means the manager plays role in the hotel like a blood. Not specially in this hotel, a good manager plays great role in the any type of business success. In every year many of the tourist come into United Kingdom for the travelling purposes, in which most of them choose The Green Park Hotel as stay place.

So, it is difficult to the hotel for handle these different type of the tourists which are comes from the different areas of the world. In this situation the manager perform their respective role to handle these tourists in the hotel environment. The manager implement various management strategies in their daily life nature to manage the all situations of the hotel. Suppose many times in the hotel some unwanted crisis are rise between hotel employees, in that case the manager try solve this type of crisis bys using their useful management strategies (McAdam, Miller and McSorley, 2019). The manager is responsible for improve communication values between hotel employees for run their work activities smoothly. Many time manager need to provide some training sessions to employees for develop their work skills in the business environment. This is very necessary in the business to increase their work productivity in the business, the manager give only orders and direction but at the end all hotel work is cover by the employees. So, their work skills are playing positive role in the Green Park Hotel. The manager is not only responsible for the management activities, because many time manager need to fulfil other formalities as well. For Example; any employees face some family issues in their personal life, so this will really impact employee's work efficiency. In this case the manager need to connect with that employee and try to solve their problem of self basis for maintain employee's good work efficiency in the hotel operations. In other hand, with the management strategies the manager also need to maintain good personality also in the business environment, because the manager face too many customers also in the

hotel. In these conditions good personality truly attract the customers.

The good personality included many terms like; effective communication, body language, interaction values, clouting style etc. which are help in the gain customers attention in the hotel. Good communication skills are really helps in make customers hotel experience memorable. Once the customers are impressed by the services of the hotel, then in the future every time they prefer same hotel for stay. The manager also help to make loyal customer base for the hotel. The market competition analysis is also covering by the manager for improve the Green Park Hotel services. The manager implement the latest hospitality trends in the hotel environment to maintain hotel's modernization aspect. This is also a responsibility of the manager to complete the market research to launch new hospitality services for the customers (Ashton, 2018). Differentiation aspect is also very necessary in the business which include some different and effective services from the competitors, because the exclusiveness of services help in the gaining more customers towards hotel in the market of composition. In the business environment of the hotel, manager always need to try implement some new business techniques in the business operations. These business techniques are help in improve hotel performance in the hospitality industry in the United Kingdom. There are various managerial tricks are also applied by the manager in the hotel management to gain more productivity in the hotel business. The good management of the hotel always help in maintain activeness of the services which hotel has offers, and the work system is also become energetic of the Green Park Hotel. Currently in the United Kingdom hospitality market there are many other hotels are also working with the Green Park Hotel as competitors. In which this is the responsibility of the manager to maintain hotel's reputation higher than the competitors in the UK's market. The manager need to make a strong and powerful marketing also in the business environment to promote hotel services in the market. This step is very necessary for the hotel to gain strong customer base in the hospitality market of United Kingdom (To, Martin Jr and Billy, 2015). Not every manager has completely perfect, because every person has their own weak points. In which the manager need to find their particular weaknesses and try to improve them for working in proper way in the hotel business operations. A good manager also understand their employees legal rights, and according this the manager take actions for make healthy work culture for the employees.

The manager work on the development of new managerial skills which are help in the effective management of the hotel. For improvement of the human resource productivity, the manager organizing the motivational seminars in the hotel which really helping in improve the work efficiency or productivity of the hotel staff. In the all successful hospitality businesses in the world, the managers are putting their high efforts in the hotel management for gaining respective goals. The good manager is change their management strategies according to the market need, and it will impact hotel environment too positively. Application of the modern management techniques are very compulsory in the hotel business to take sustainable competitive advantage in the hospitality market (Ben Aissa and Goaid, 2016). Management skills provide such useful ways to the hotel to run their all business activeness in the profitable way. The manager comes under the top-level management of the hotel, and give orders and specific work direction to the medium and low-level to conduct that all business activeness which the manager decided to do in their decision-making. In the hotel management a strong decision-making ability is also hardly needed to manage all important terms of the hotel. So, the manager use their managerial skills to take fast and effective decisions for the hotel operations. In the case if the manager not fulfil their responsibility in proper channel, then it will impact the business model of the Green Park Hotel negatively. In other side if the manager fulfil their all responsibilities in systematic way then it will put the business model of the hotel on progressive path. Creative management of the hotel is help in the make high goodwill in the market, because with the creativity term the management present a different and effective image of the hotel in the market (Armenski, Dwyer and PavlukoviÄŹ, 2018). Employees are generally working in the teams in the any business operation, and very team has a leader to lead the particular team. In which the manager

is also able to give important instruction to the leaders in the organization. The manager is also managing the budgets and finance of the hotel to provide specific fund to the specific departments. Expenditure

controlling is also one of the major functions of the manager, in which it tries to control the unnecessary expenditure in the hotel business environment.

Maintenance of the statistical and financial records task in also comes under the functions of the manager. This is very important task for the hotel to maintain their fund sources, because without a specific fund management no one business can achieve their decided goals. Analysis of the sales figures and revenue is important part of the company to calculate net profit of the hotel's business operations. This responsibility is also taken by the manager in the hotel environment. The management distributes the different tasks to the different departments, like; human resource department, marketing department, finance department etc. in which these all department are responsible to cover their task in the supervision of the manager. For example; human resource department work for the recruiting, training and monitoring to the employees or staff in the business environment of the hotel (Rather and Sharma, 2016). The manager prepares proper work schedules for the employees for save the large time consumption. In the preparation of the work schedules the manager takes employees opinion also for make effective schedules for the work. Customers complaints and appreciation is also taken by the management of the hotel in the feedback form. It is very productive way to interact with the customers. There are major responsibility of the manager to solve customers inconvenience issues in the hotel environment. Events and conferences arrangement are also covering by the management of the hotel for the purpose of presenting and discussing development aspect of the Green Park Hotel. Safety and security are very necessary aspect of the hotel, because in the hotel different type of the visitors are staying. So, according to the travel and tourism international laws this is the responsibility of the hotel to provide safety and security to the people with stay in the hotel. In this situation this is the major task for the management of the hotel to protect their customers from the negative elements (Melián-González and Bulchand-Gidumal, 2016). Provide healthy and hygienic food and beverage to the customers is also a major service of the hotel. In which the manager maintains the food quality on the basis of legal food standard agencies. Uses of the latest technological tools or gadgets are very necessary for the business to give fast and effective services to the customers. In which the manager work for the find and arrange these tools for the hotel use. The latest technological gadgets are help in the showing of modernization of the hotel, and it really impresses the customers.

It can be concluded that the manger's role in the Green Park Hotel impact the service provision too positively. The manager putting their high efforts in the all objectives of the hotel, and at the final stage it is help in the good result of service provision. With the help of various management skills the hotel is able to provide great services to the customers, and in this case the customers are really satisfied in buying hotel's services. In the market of competitors, the manager is the only person which made the Green Park Hotel is one of the most popular hotels in the United Kingdom (Zegarra, 2019). Without the needed managerial strategies the hotel is may not probably reach at this position in the market. So, the manager is also an important key for the business success of the hotel. The manager supervises every area of the hotel to remove errors from the business activities. It analyses the future uncertainty of the hospitality industry for prepare pre-plan to deal with future changes. With the support of the manager's productive input, the Green Park Hotel is able to achieve their business goals in the decided time period, and also able to stand like a reputed hotel brand in the United Kingdom.