

MANAGER IN HOTEL INDUSTRY

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У тезах розкривається роль та місце менеджера у організації готельного бізнесу та управлінні їм.

The lodging industry is the most important element of the social sphere. It plays the leading part in the increase of the public production and accordingly in the uplifting of living standards therefore topic actual today.

The service of the placing and the nourishment is the leading one at the hotel. The hotel service has some peculiarities. Such as:

1. The processes of the production and the consumption are not synchronous.

2. Limited possibility of the keeping.

3. Urgency of the service. The problem concerning the service must be solved very quickly. The urgency and the situation of the hotel are the most important factors by the choice of the hotel.

4. The broad participation of the staff in the production process.

5. Seasonal demand for the hotel service. It has an influence on the loading of the hotel.

6. Interdependency between the hotel service and the purpose of the traveling.

In the hotel industry the important role belongs to manager. It is execution of operations. They are deciding what these should be and how the organization can achieve aims; deciding how the resources of the company are to be used, how the work is to be classified and divided; motivation and communication.

In carrying out management functions, such as planning, organizing, motivating and controlling, a manager will be continually making decisions. Decision-making is a key of management responsibility and career.

When a complex problem arises, the manager has to collect facts and weigh up courses of action. He must be systematic in dealing with the problem. Managers learn how to manage their time. The effective managers must be proficient in four general skills areas. These are conceptual, interpersonal, technical and political skills.

Gallup defines 5 basic requirements that guarantee success in every manager's job: common sense, knowledge of business, self-confidence, high level of education, ability to finish what has been started.

So in the lodging industry it is important that managers should be effective. They must be able to achieve their objectives.