

HOTEL PERSONNEL MANAGEMENT (УПРАВЛІННЯ ПЕРСОНАЛОМ У ГОТЕЛІ)

Романюк Л.Я., гр. ГРС-48

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Багато хто з управлінців задається питанням: як правильно організувати роботу персоналу в готелі?

It should also be noted that today the main factors in the competitiveness of hotels are the availability of labor, the degree of motivation, organizational structures and forms of work that determine the efficiency of personnel use. The successful operation of any hotel business is impossible without a carefully formed staff. The hotel owner should understand that hiring staff is not enough: it is important that the team work not only for a long time, but also well. For this, a whole personnel management system for a hotel enterprise is provided. It is necessary to regularly conduct special events aimed at improving the quality of the services provided not only for all employees, but also for individual staff representatives. Motivation is the main component of successful work. Do not think that for effective work the personnel management in the hotel consists only in the appointment of wages, which is especially important when the reward is small. Therefore, it is important to master some tools to motivate employees to do quality work. Personnel management at the hotel implies a system of rewards and fines. Evaluation of employees is an important condition in the management of hotel personnel. This factor affects the ability to work staff. The assessment is carried out by a human resources specialist or management

To make an objective assessment, you can use: video surveillance, which allows you to monitor everything that happens in the hotel (this tool makes it possible to make the hotel business and personnel management successful), “secret guest” (in this case, one of the rooms is accommodated by a specialist whose task is to use services and further assessment of staff and the quality of work thereof), guest reviews.

Employees of hotels and hotels is the key to the success of the enterprise. They help the guest to feel at home in the hotel. But is it possible if the workers themselves feel discomfort and nervousness in the working meta? Of course not! This means that customers should be satisfied with the services provided, all hotel staff should be satisfied with their working conditions.