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Lesson Objectives

At the end of this lesson students will be able to:

• List four basic duties of hospitality management
• State the main responsibility of a hospitality general manager
• Know the eight tasks of a manager
• Identify and demonstrate positive work behaviors
• Understand and demonstrate self-responsibility and self-management
• Analyze the effects of health and wellness on employee performance
Hospitality Management

- Welcoming customers
- Producing products and services
- Protecting customers from harm
- Producing profit
The General Manager

- The person responsible for the entire operation
- Knowledge and experience
  - Management
  - Sales
  - Marketing
  - Design
  - Finance
  - Safety
The Management Organization

HOTEL

General Manager

- Rooms Division Director
- Food & Beverage Division Director
- Marketing & Sales Division Director
- Accounting Division Director or Controller
- Human Resources Division Director

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Management Tasks

1. Set goals
2. Oversee customer satisfaction
3. Control costs
   - set budgets
   - monitor purchasing, receiving, and inventory
   - cut costs
4. Keep records
Management Tasks

5. Manage human resources
   - hire and train
   - supervise
   - plan shifts
   - evaluating

6. Maintain the facility

7. Oversee Sanitation and Safety

8. Market the business
Management Skills

- Delegation
- Motivation
- Communication
- Technical
- Computer
- Organizational
Management Styles

• Autocratic style
• Bureaucratic style
• Democratic style
• Laissez-faire style
Health and Wellness

- Enhanced productivity
- Reduced absenteeism
- Build employee morale
- Saves money for employee
- Saves money for employer
- Improves company image
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Textbooks: