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The hotel manager is the top step in the career ladder of the hotel staff. He manages all departments of the hotel: booking services, receiving and accommodating guests, organizing a telephone and information service, service departments, a restaurant, and beauty salons. The manager must provide the guests with a comfortable stay under the roof of the hotel and the desire to return again, the owner of the hotel - a high income, and the employees - the pleasure of working. It is not so easy to coordinate all this at the proper level.

What does it take to become a good hotel manager?

First of all, it is necessary to have those personal qualities that will allow him to successfully and easily manage the business:

- confidence;
- the ability to convince;
- persistence;
- qualities of a born leader;
- attentiveness to the little things;
- the ability to bring every case to the end;
- talent for communicating with people;
- the ability to effectively delegate authority;
- the ability to analyze a large amount of information, make a decision and take responsibility;
- good memory;
- patience;
- sociability;
- ability to listen and hear;
- the ability to manage conflicts, to exercise control over crisis situations in a team;

Secondly, a higher education is required for the profession of a hotel manager. If higher education is non-core, it is necessary to complete special courses for directors who manage the hotel business. Large hotel chains require mandatory specialized higher education in the field of hotel business.

The profession is suitable for those who are interested in psychology, foreign languages and labor and economy. A hotel manager must be an excellent marketer and innovator, diplomat and psychologist, financier and personnel officer. A person who has not only a specialized diploma, but also a certain life experience can apply for this position.

I think that the main thing in any work is the desire to be better today than yesterday, to achieve your goals and love what you do.