

image not found or type unknown



A lot of effort goes into making a hotel successful, and much of that responsibility falls into the lap of the hotel manager. Regardless of the size or location of a hotel, the hotel manager needs to work cohesively with other team members to get the job done.

**Hotel management tip №1:** Be confident and make informed decisions.

As the leader, it is up to you to be able to make informed decisions that will produce the best results possible for the hotel.

A lack of confidence or displaying doubt in front of staff will lower morale and trust, leading to a decrease in performance that flows onto the guest experience.

**Hotel management tip №2:** Always focus on the big picture.

It's easy to get lost in the day-to-day details of running a hotel property, and it is important for hotel managers to stay informed of daily activity at the hotel. However, it's also the role of the manager to focus on the big picture while letting staff members take care of their daily responsibilities.

**Hotel management tip №3:** Stay informed of industry trends and news.

A good hotel manager is a knowledgeable hotel manager. You should create time in your daily routine to consume news from the most reliable industry sources. You could spend 30 minutes in the morning over a cup of coffee reading blogs, browsing Twitter feeds and catching up on industry news

Knowing current trends and understanding the opinions of trusted experts will ultimately have a big impact on the decisions you make regarding the long-term success of your hotel.

**Hotel management tip №4:** Be a motivator for your hotel staff

Successful hotel management relies heavily on a manager being able to motivate staff members to accomplish their own individual tasks and goals with gusto.

The best hotel managers are able to recruit top staff members for available positions, and continue to motivate them to do well by listening to them, evaluating their performance

and rewarding them when they exceed expectations.

One of the best ways to motivate hotel staff members is to be a manager who leads by example. Always be willing to do the work necessary to get the job done, even when it lies outside your normal range. This will earn their respect and admiration.

**Hotel management tip №5:** Spend time in the hotel

After the morning staff meeting, make it a point to spend time in the lobby greeting guests and discussing feedback with them. Regularly visit the kitchens, the laundry facilities and the common areas.

By being present in your hotel, you will have a better understanding of what needs to be done to make it a successful property.

In many ways, hotel management is an art form. Balancing your own unique approach with industry trends and technology is a delicate task, but these are all things you need to rely on to be successful.