

## THE HOTEL MANAGER

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### **Abstract**

*The manager is the person making the organization's objectives through other people. From this point of view, he is general manager of the hotel and accommodation directory, and the head of reception. He is the person administering the resources to fulfilling a goal.*

**Key words:** manager, hotel

### **INTRODUCTION**

The hotel manager is the person who, by reaching the proposed objective must meet equally the internal forces and external forces of the hotel.

### **MATERIAL AND METHODS**

General resources that are available to any type of enterprise are:

- of time
- financial
- materials
- information
- human

These resources are available also for hospitality units like the hotel but having specific shapes, for instance, the resources of time in the hotel industry involve proper management of employment accommodation capacity, and establishing very precise "timetable" day hotel, the periods of season and off , periods of potential downtime of the hotel.

The manager features.

Intelligence: ideal manager should be more intelligent than his colleagues

Spirit of initiative: the manager must perceive the need to act

Self-confidence: a good manager must believe in what he do and be confident

The ability to see "from a helicopter": a good manager must know how to stand out to look a certain situation in a broader context and then return to take care of the details.

### **RESULTS AND DISCUSSION**

Activities:

The manager leads by example as a leader has professional knowledge, knows his staff is in constant contact, keep an overview of everything that happens, combines the strength of intellectual emotional impact.

Managers roles are:

The interpersonal roles: representative figure, leader, liaison.

Decisional roles as: entrepreneur, factor problem solving, resource allocator, negotiator.

Understanding managerial roles provides the structure where the driver can carry out its work effectively and demonstrate the need to take into account the expectations of others.

Managers who want to improve their performance must consider both the effectiveness and efficiency.

Effectiveness means to achieve what we need, namely to achieve your tasks.

Efficiency means to perform such work as it should, using minimum resources. Effectiveness is more important than efficiency because each task must realize that it has, then the question is whether he undertook efficiency.

An effective management activities require special skills, namely:

- To know how to talk and to listen
- Lead by your own example
- To give clear instructions when needed
- To choose competent people
- To know how to encourage ingenuity of those around
- To whom should you give credit when appropriate
- To be honest, consistent, affordable and determined
- To empower others can

A theory based on leadership style is one that identifies two main dimensions of management style:

- Concern production
- Commitment to the people

This managerial style which has all the conditions more effectively, because it stimulates trust and long-term development of the people.

The most powerful current management style is known as "conjunctural approach", this style is determined by four variables: leader, pregnancy, subordinates context.

Leaders who place their democratic style to end encourages people to participate in decision-making: consultation, consent, consensus.

Power - is the ability of a person or group give influence other people or other groups

Influence - is the process by which a person or a group affect what others do or think or groups

Authority - is the right to exercise power

Characteristics of power:

- Power is a feature of the relationship
- Power stems from differences
- Power stems from differences
- Power is based on belief
- Power is never on one side
- Power is contextual

Power supplies:

- The power position
- Resource-based power
- Social power
- Expert power
- Personal power
- Power based on information

Strategies of influence:

- Appeal to authority
- Push strategies
- Strategies to attract
- Method of persuasion
- Training strategies
- Preventive strategies

## CONCLUSIONS

Ca și concluzie un citat:

„Cele mai importante 6 cuvinte ale unui manager sunt:

Admit că am comis o greșeală

Cele mai importante cinci cuvinte sunt:

Sunt foarte mândru de voi

Cele mai importante patru cuvinte sunt:

Care este părerea voastră

Cele mai importante 3 cuvinte:

Dacă sunteți amabili,.....

Cele mai importante 2 cuvinte:

Vă mulțumesc

Cel mai important cuvânt:

NOI

Cel mai puțin important cuvânt:

EU”

As a conclusion a quote:

"The most important six words of a manager are:

I admit that I made a mistake

The five most important words are:

I am very proud of you

The four most important words are:

What is your opinion

The most important three words:

If you are kind, .....

The most important two words:

Thank you

The most important word:

US

The least important word:

I"

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