

## LEADERSHIP OF THE HOTEL TEAM

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### **Abstract**

*Leadership is based on three areas of need: of the individual of the group and of the task.*

**Key words:** leadership

### **INTRODUCTION**

This principle assumes the duties involved as manager is to combine the needs of individual, of the group and the task in an increasingly productive.

Therefore if any of these three variables are out of balance than the other, efforts leader fails.

### **MATERIAL AND METHODS**

It identifies eight key positions:

**DEFINITION OF TASKS:** As a leader it is necessary to define the task manager in terms of objectives, to give him an objective and communicate it to others

**PLANNING:** There are 4 factors that can determine which method is most appropriate planning, namely: the conditions of the time, the resources available, the position that has the team, experience and capabilities of

**BRIEFING:** put the team in a meeting theme through the participation of all those involved in the activity and envisages achieving a balance between the needs of the group, your individual pregnancy

**CONTROL:** Secret of the checks is to have a clear idea of what will happen, where is, who will act and how. Ideally, group or individual they cooperate to exercise self-control correlated own performance standards set.

**ASSESSMENT** shall include: analysis, classification, grading, estimation and judgment. The skills of a manager in order to achieve those things are: assessment of the consequences, team performance evaluation, judging people's contribution

**MOTIVATION** to ensure motivating the team must discover who appreciate rewards team members, make them wait reward for good performance, be offered only if it is deserved reward

**ORGANIZATION:** put in place a structure in which the team may carry

ESTABLISHING a good example: it must take into account the effects on others behavior manager

## RESULTS AND DISCUSSION

Managerial competence.

Competence refers to the general ability to obtain performance according to precise standards. Competence focus on performance and behavior and less measurable factors such as intelligence and class or education level.

These skills are grouped into 5 categories:

- Purpose and action
- Leadership
- HR
- Directing subordinates
- Focus on others
- Expertise

The Novotel network managers are analyzed according to the following skills:

Representativeness:

- By example, by charisma, must be the hotel manager and be responsible for the brand's image and ambassador to head the group
- Play an important role in public relations

Receiving customer / sense of service / generosity:

- Build relationships with customers and its warm team
- Be hospitable
- Show interest in customer satisfaction
- To know their liberality
- To offer customers more than they expect to receive

Qualities of a negotiator:

- Know how to listen, discuss, negotiate, persuade and sell
- To know their customers and partners
- To be involved in as many contracts
- To develop information network
- To assist its customers to be loyal

Communication / Opening:

- Communicate clearly and effectively, both orally and in writing with his own team, with the heads of departments, with the group, with customers, suppliers

- To establish, develop and maintain relationships with others. To ensure that everyone is well informed and give the caller information you expect. Do not be afraid to say what they have to say

#### Coordination Team:

- To organize the recruitment, integration, training, employment and career development of staff
- Define and measure objectives, delegate tasks
- Coordinate skills and be able to create new skills

#### The leadership / team spirit:

- To motivate and to nurture team to meet goals
- Develop solidarity and mutual assistance

#### Innovation:

- Take the initiative to change approaches to the current situation and to encourage their team to do the same
- Have an open mind for innovations

#### Deciding / autonomy:

- Decide to solve the problems
- To not let any opportunity slip through his fingers

#### Tenacity / determination:

- To pursue their goals with perseverance
- To withstand stress
- Be able to promote and support a project

#### Organisation:

- Establish priorities needed to fulfill the
- To divide tasks
- Establish procedures and working methods

#### Adaptation:

- Take into account the cultural and socio-cultural aspects of the place where the hotel is located and respect
- Know, understand and integrate in the given chain

#### Capacity analysis and forecasting:

- To know and to analyze their product, competition, market, economic performance, according to social and economic context
- To use its capacity to anticipate, correct and improve results

#### Sense of belonging:

- To agree on policies, strategies and values and the Group's firm and optimize them
- To increase their profitability and customer grouping

## CONCLUSIONS

Every manager must base their work on the basis of rules of behavior in relation to subordinates, could be defined as:

- To treat others as you would want to be treated

- To respect the personality and dignity of each person
- To take people as they are and not as you think it should be and therefore do not expect the impossible from them
- Not "sermons" but to give personal example
- To be impartial
- To be severe in terms of principles
- Respect your given word
- Any employee must be informed beforehand what changes will affect the situation in the company
- Rumors be controlled by known or verifiable facts
- Communication and penalties shall be conducted with tact.

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