



## Top Qualities of a Great Hotelier Published on May 3, 2016

There's more that goes into being a successful hotelier than you might think. An awesome hotelier, it is said, must be a diplomat, a democrat, an autocrat, an acrobat, and a doormat. It's not just a job, it's a mentality. The hospitality industry offers a wide range of career options, from cooking to hosting, to running a resort. To be successful in the industry, you'll need certain qualities that employers look for and customers expect, including:

### **You need to be a people's person**

This doesn't mean just being pleasant and smiling at people. It means you have to love being around people. Your job isn't just about clean rooms and comfortable beds, it's about pleasing people. Most can tell when you're simply being polite because it's expected as opposed to when your actions stem from a willingness to please. It's more than just a "have a nice day" attitude. It's more of a "how can I help you have a great day?" attitude.

### **You must be committed**

To be successful in the hospitality industry, you must be committed to ensuring customer satisfaction. You must do whatever it takes to keep customers happy and also create repeat business.

### **Your communication skills must be excellent**



The most successful in the hospitality business are those with excellent communication skills. They can communicate effectively both orally and in writing.

## **You need to be a “Jack of all trades”**

There is no task in running a hotel that is not in your job description. From working behind the bar, to helping make beds, the successful hotelier can do it all and does it all, willingly. Needless to say, you have to have an extremely strong work ethic. The hotel industry demands hard work and long hours. The guests are there for a holiday; you're there to work.

## **You need to be approachable**

Your staff should feel like they can come to you for anything – that your door is always open to them. Your guests need to feel the same. A good leader is one who is approachable and who listens.

## **You need to be direct, assertive and decisive**

This applies to staff and guests, alike. You need to communicate clearly with your staff – they should know their responsibilities and tasks and there should be no room for doubt. When it comes to guests, decisiveness is reassuring. It lets them feel that you've understood their complaint or request and you're going to do something positive to ensure that it's resolved. Decisiveness extends to remaining calm in a crisis – it's easy to be good at your job when it's all smooth-? Sailing, but add a crisis to the mix and you'll really find yourself tested. Keep a clear head and formulate a plan of action.

## **You must know computer very well**

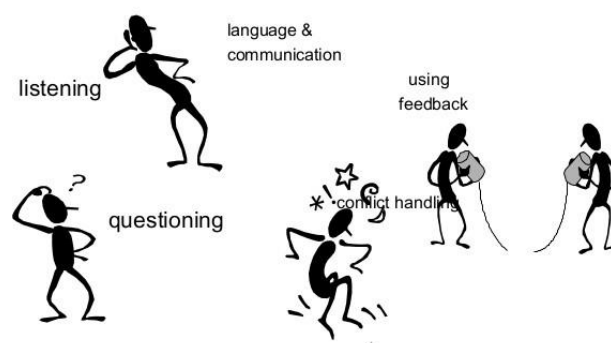
A great hospitality employee has good computer skills and is familiar with a wide range of technological applications that are used within the industry.

## **You must be enthusiastic**

Great employees of the hospitality industry are enthusiastic about their jobs and strive to do the best work possible. They want to give their customers the best experience available.

## **You must have top notch interpersonal skills**

### **Interpersonal Skills/ Facilitation Skills**



To be successful in hospitality, one must have top notch interpersonal skills, as the very nature of the business is to provide spectacular customer service.

## **Strong Leadership Skills**

Great hospitality employees have strong leadership skills and are able to command projects and make significant contributions to an organization's overall success.



## **You need to be passionate**

It's hard work being a successful hotelier. Passion will help you put enthusiasm into the job even if you're tired and stressed. Passion motivates other people, too – if your passion is genuine, your team will find it contagious and it will improve their outlook and performance.

## **You must be well organized**

To stay on top of the multitude of tasks you'll face as a hospitality employee, you have to be organized and multitask without difficulty.

## **Knowledgeable of Standards/ Safety/Hygiene Issues**

Successful hospitality employees are familiar with rules of S.O.P, safety and hygiene as they apply to food serving places, hotels, and other places where people spend time. Your job knowledge will always help you to grow your career.

## **You must be a good team player**

Successful members of the hospitality industry work well with others and can be a productive member of a team. They value the contributions of everyone.

## **You need to be observant**

You need to see things others don't – from reading body language, to noticing a crooked picture on the wall – take it all in and see where something is lacking and where something else can be improved. You need to be able to discern weak links in your team and identify where and how people work well together and how you can help them improve their skills and service. Being observant also helps you to pro-active about your guests' needs, and if you can tell them what

they need before they've realized they need it – bonus points to you. An eye for detail and perfectionism is also necessary here.

Most importantly: you need to focus on success. Focus is what directs the hotelier towards those activities which matter most. The best hotelier realizes that just being busy is not as important as being busy doing the right things.

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