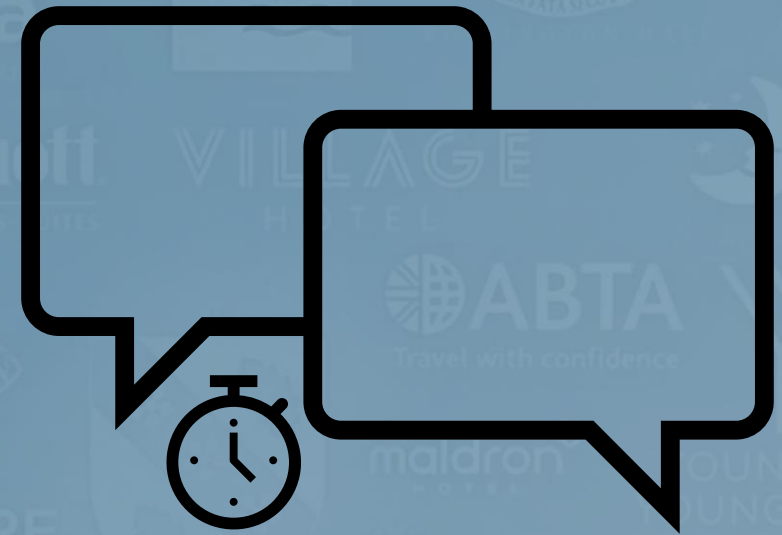


Business Skills:

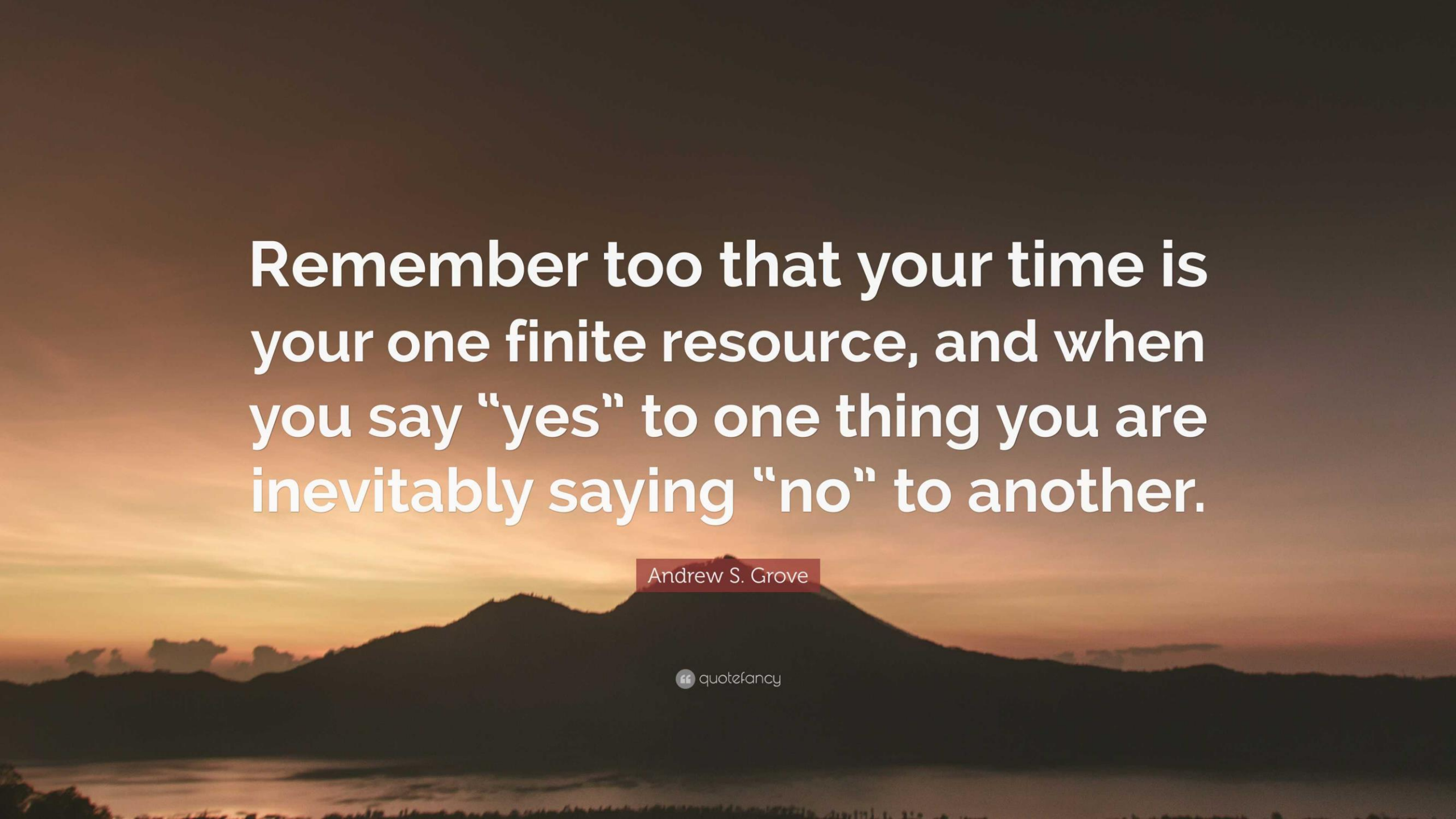
Week 6 - Transferable Skills

- Time Management
- Effective Communication



Understanding the Importance of Time Management

- Time as a finite resource
- Impact of poor time management in a hotel



Remember too that your time is
your one finite resource, and when
you say “yes” to one thing you are
inevitably saying “no” to another.

Andrew S. Grove

Time Management Tools and Techniques

- To-do lists and task prioritisation
- Time blocking and scheduling
- Delegation and teamwork

Think of examples of Communication in the Hotel Industry

Hotel-Specific Time Management Tips

- Handling guest check-ins and check-outs efficiently
 - Managing reservations and room turnovers
- Balancing front office and back-office responsibilities

The Role of Effective Communication

- Importance of clear communication in guest satisfaction
 - Internal vs. External communication

Verbal Communication skills.

- Active listening
- Using positive language
- Handling guest enquiries and complaints

Written Communication Skills

- Writing professional emails and letters
 - Maintaining accurate records
- Use of hotel management software

Non-Verbal Communication

- Body language and facial expressions
- Professional appearance and demeanour
- Handling difficult situations with empathy

Integrating Time Management and Communication

Overlapping Skills

- How time management can enhance communication
- How effective communication can improve time management

Communication drawing game.

The Role of Technology

- Hotel management software and booking systems
- Mobile apps for communication and task management

Reservation systems

- Point of sale (POS) systems
- Feedback and review management platforms

Origami Activity