



Importance of leadership and management skills in hospitality industry

[Document subtitle]

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Leaders play very vital and important role in business especially in hospitality business. Leaders have strong influence on workforce especially in turnover and turnover intention. If employees feel they are valued properly and having the opportunity for growth and development, they give extra effort at workplace. Leaders are responsible for creating positive and meaningful relationship with staffs. Effective leadership can increase productivity. Successful leader and manager knows how to provide great customer experience and able to create great team. He motivates the team members to a common goal and engages staffs. Recent research shows that businesses having satisfied and motivated employees do 21% more profit than regular businesses. The employee's loyalty largely depends on the activities of the leader (Jonge, 2018).

Leaders have their own strength and there are many leadership styles. In hospitality industry, three kinds of leadership styles are found. Team oriented leadership style is incredibly effective style where leaders prioritize their team and team members rely on leader as leader communicate properly and take the full responsibility for team performance. Entrepreneurial leadership work well in hospitality environment where leaders encourage experimentation, knowledge and collaboration. This leadership style turns problems into valuable opportunities. Innovative leadership style is also suitable for hospitality industry as it encourages different approaches and creative ideas and inspires productivity (Roches, 2022).

Effective leader has some common qualities like emotional intelligence, modeling by example, showing vulnerability and visibility, passionate, leadership is personal and so on. Leader tries their level best to understand the emotional state of the team and build strong relationship with team members through interaction. Leader observes everyone reactions with different conditions and reacts empathetically. Leader depicts the organizational values and behaviors in the team and he leads the team from front and become an exemplary model. He listens team members, helps members and keeps promise and being inclusive. Some leaders hide the truth and don't show the weakness to the team. Team members will be more respectful if leader exposes his vulnerabilities and weaknesses. Leader shows his passion on organizational mission and a drive to succeed. For doing so, he passes his enthusiasm to team members to create productive and positive workforce (Roches, 2022).

To be an effective leader, a person should have some skills like good communicator, attention seeker, people skills, establishing shared goals, values and beliefs, balancing autonomy and accountability, adaptable and creative. Some well-known hospitality leaders are Bruce Faber, Frances Kiradjian, Robert LaPata, Frances Kiradjian, Rachel Roginsky, Lindsey Ueberroth (Roches, 2022).

Reference:

Jonge, J. (2018), The Importance of Hospitable Leadership in Hospitality [online], Available at: <https://www.peoplebusinesspsychology.com/hospitable-leadership-in-hospitality/> [Accessed on: 3rd November, 2022]

Roches, L. (2022), Leadership in the hospitality industry [online], Available at: <https://lesroches.edu/blog/leadership-in-the-hospitality-industry/> [Accessed on: 3rd November, 2022]