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Reflective Report on the Module including legality in the hotel industry

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Introduction

The hotel industry, being a service-based industry, has as its first objective and development support the satisfaction of its customers. In order to respond quickly to their comfort and quality needs, a trained, motivated and dedicated staff is needed. The hotel is character through their room settings, to purchase a number of rooms,

with a management team to provide the best services of his clients. The hotel meets your accommodation and tourist accommodation needs with all the comfort you need to make your stay a success.

Learning from the module

Reflecting on everything I've learned with the help of the module and the information gathered in this course will help me to prepare everything that's needed to meet the problems encountered in any company. Using my SWOT and PDP will help me develop my skills that I have gained over the years in my work experience and deal with everything that can be found in this hospitality sector.

Swot analysis shows image completely if the industry helps or does not fulfil its objectives. I take into consideration the hotel industry in Romania from mountains

Reflecting report on SWOT

STRENGTHS

The companies ¹benefits from a modern management

- Specialized labour force, ¹employees are graduates of higher education or training courses in tourism;
- ¹Aria suitable for practicing tourism in all seasons;
- Geographical ¹location favourable to the development of services, especially tourist services;
- Low ¹costs and expenses
- Increased flexibility;
- Promptness ¹in decision making;
- ¹Providing a climate that is most favourable to employees, motivating them with bonuses;
- ¹Special attention paid to the needs of consumers;

WEAKNESSES

- Proper parking of the parking lot ¹in the yard and in front of the hotels, playground;
- Lack of brand awareness;
- It does not have ¹a good location, the hotel is located in a more secluded area of the city,
- ¹Lack of air conditioners in all rooms;
- Lack of rooms with disabled facilities;

- Difficulties in obtaining credits due to the conditions imposed by the bank in the context of the financial crisis.

OPPORTUNITIES:

- Negotiating suppliers and distributors to drive more attractive prices;
- Fast and sustainable recovery of tourism with a special focus on the place of tourism in the development of the national economy;
- Promoting the development of an area where tourism is the main activity;
- Development of economic and administrative partnership relations with territorial units (similar or similar) in the country and abroad;
- The existence of the labour force and its increase by the return of people going to work abroad caused by the global financial crisis;

Reflecting report on PDP

PDP models sometimes as hotelier employees held these processes for good employer evaluation. Employers are interested in the employees how to compound in new situations, and the use of intellectual competences.

Communication

The quality of the act of communication depends on how communication rules and techniques are known and applied. The implementation of the communication need 3 elements. the emitter-re-message. The communication process is done through direct communication and communication intercompartititional organization. Statistics show that effective communication is a basic requirement for effective implementation but does not guarantee implementation security.

Presentation Skills

The hospitality industry is a very fast field, dealing with daily clients. Staff skill is not behind a computer that sends emails; react with customers every minute. Customers expect to be rewarded with high-quality service when staying at a hotel, visiting a restaurant or strolling with a quality car. Without talking, this is not possible.

Legal Risk managers

Conceived as a incredibly simple association that allowed worldwide expansion by way of motel chain operators with out the chance of real property ownership, the management contract has come to be an tricky and almost important detail of the contemporary lodge enterprise. While trends in management contracts have shifted with the relative bargaining electricity of owners and operators, the important thing to a a success agreement is aligning the pursuits of all events. Owners are looking for some affordable guarantee of coins glide, while operators want warranty that they may be capable of advantage from their endured operation of a property. In area of a unmarried record, management contracts now include numerous concurrent agreements that address such topics as actual belongings rights; highbrow property rights; resorts as financial property; inns as working corporations; and the wishes of owners, operators, and lenders.

Hotel priorities:

- **Health and safety**
- Health and protection is an crucial attention for any workplace because it's a excessive precedence to preserve both employees and visitors safe. To run an effective resort enterprise, it's vital to have a resort health and protection tick list so that it will have a reference manual to perform exams quickly and effectively. Everything from fire safety to cleaning techniques in addition to education and documentation must be protected on your checks. The following checklist isn't complete, but will let you perceive ability risks for your lodge, so you can outline, document, and educate your workforce on safety policies. Make certain that there's a plan in region for each capability workplace chance as a way to keep team of workers, running visitors and visitors safe.
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- **Food and Hygiene**
- Good food hygiene guarantees that meals prepared for clients is secure to consume. It prevents dangerous microorganisms that can purpose critical illness from contaminating food, prevents go contamination, allows businesses to conform with the regulation, and protects the reputation of the business.
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- **Risk management**
- The Global Risk Management feature targets to percentage expert information and functionality globally even as being aligned to the operational structure of the enterprise to make certain neighborhood situations are understood and revered and greater engagement of our humans is executed
- **Data Protection**

- People are the lifeblood of the resort enterprise – from guests to personnel the lodge enterprise is predicated heavily on its relationships with humans. This necessarily includes lodges acquiring and managing private statistics.

Conclusion

A hospitality operator needs to provide a safe and at ease environment for the clients and employees. Thus, clients can live in a safety location in addition to employees can work with none chance. Moreover, it could also lessen the claims from customers if hospitality operators have accomplished their jobs nicely. Hospitality operator should know a way to control the situation while accident occurs and also to oversee their personnel to the proper manner. As I know, hospitality operators want to finish their job according the legal guidelines without any cheating or obtain any brides to boom the popularity.

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