

Module Title: Business Skills BMIH4001

Transferable Skills

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The hospitality industry is one of the largest industries in the world, with over two million companies providing services to customers across a wide range of sectors. What sets this industry apart from others is that it has such a significant interpersonal component, with service providers interacting with clients on a daily basis (Karatepe et al., 2022). This means that leadership and management skills are even more important than in other industries.

In order to successfully lead a team in the hospitality sector, need to be able to understand what their employees want and how they think, so that they can offer them an environment where they feel empowered and fulfilled. Another key difference between hospitality leadership and management as opposed to other industries is that customer service often takes precedence over productivity. When running any type of business, a company's goal should be to make the most profit possible while still maintaining good relationships with their clients (Hassi, 2019). However, when working in the hospitality sector, it is common for employers to prioritize good customer relations above all else because without loyal customers there will not be any profit for the company.

It may seem counterintuitive, but what makes the hospitality industry so great is that people work in it because they love doing it, which allows them to go the extra mile for their guests. While tourism may have been a once-in-a-lifetime experience before technology was developed (think walking upstairs or waiting hours at customs), now people are travelling more than ever before and enjoying new experiences every day - thanks to technology! When booking hotels, we no longer need to find accommodation ourselves and hope that it will meet our needs; websites like Trivago allow us to filter based on specific features like location, price, amenities, nearby tourist attractions etc., meaning that we know exactly what we're getting into (Liang et al., 2017). And since the hotel industry relies so heavily on word-of-mouth advertising, quality of service really does matter. People will tell friends about their stay and decide whether or not to return solely based on the quality of food served during breakfast, for example. Technology enables people to

access information quickly and easily, meaning that if someone sees something negative online, they are less likely to give the establishment another chance (Bavik, 2019).

For these reasons, hospitality industry workers must be especially attentive to detail and have good communication skills: after all, what goes on behind closed doors matters just as much as what happens out front

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