Grand Hotel

Organizational Consultancy Report

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Executive Summary

The purpose of this report is to highlight the different part of the organization and enhance the consultancy reports based on different particulars. It is best suited to understand the different phenomena as this is mainly because of the surrounding possibilities in the organization which makes it a better place for key factors to look for. This is because of the different possibilities which makes the different opportunities in the consultancy report and gives it a major systematic advance which is much appreciated towards the variation on a consecutive chance. The selected company for this report is Grand Hotel. It is one of the leading companies in the world, where different of problems occur every now and then for proper situations to be looked after. It is mainly because of the different situations to be looked after as this is primarily because of several chances to be looked right in the corner where the problems may become a huge situation for the organization to look after (Buttrick, R(, 2009). For Grand Hotel it is a major challenge to look after all the people who are working for the company and hence it is becoming a problem in different aspect.

Figure: Logo of Grand Hotel (Ashburton, . and Doherty,, 2015)

Some of the situations are very crucial and it reflects on the aspects that needs to be enhanced and looked for the different possibilities which may be a major hindrance in this situation. The

continuous changes and the metabolism that are affected because of the changes which may occur towards the problems in the employee management may be a huge problem for Grand Hotel and it is primarily depended on them to look for the different options and possibilities to enhance the situation to be looked thoroughly on different matters. Conditions changes in the overall employee satisfaction may be problem in this regard as well. Some of the beneficial factors that are primarily depended on to make the different corresponding situation to be understandable and maintain the possibilities which may be deemed necessary in this scenario (Burnes, B, 2014). The continuous changes that are meant to be active for the beneficiary situation may have been properly taken care of for which the demanding facility to be taken care of for the aspects to be correlated on parts to be aspect for which the correlation is to be part of the scenario. It is mainly because of the selected scene which is to make the different possibilities link to natures and also attempt to make the situation fully developed under the phrase to correct the scenario for the satisfaction level of the customers that are termed necessary for Grand Hotel. Day by day the customer satisfaction level at Grand Hotel is decreasing and it is becoming a real problem to sort out within the fixed resources for the organization to be taken care of. This is probably because of the different situations that has been taken seriously on the matter of fact which is to be set apart and make the additional changes that are connected through the best of the opinions (Noordzife, G., 2014). The findings are to be corrected as this is directly the concern for the people who are necessary to understand and as a matter of fact to be understood which will pay for the situations to be looked necessary in a positive matter or situation on the corrective responses on a high level of understatement to be made for Grand Hotel. It may be problem soon, so the main condition is to solve the problem at the earliest and make the necessary adjustments as required to complete in the least available time. Throughout the whole positive response, it is mainly because of the cases that are needed to be looked properly for the deviation to be taken care of on a level of understatement and the situation to be set in a positive matter for the people who are working for Grand Hotel for the last years. The problem may be solved easily through a proper investigation to find the root cause of the problem and how it may be solved properly to minimize the difference of job satisfaction level at different part of the structure in Grand Hotel (Whittington, R. et al, 2020). These factors are the crucial stages in the job satisfaction level, and it needs to be minimized at the level where this will benefit both the organization and the people who are working for the company. This is because of the different opportunities that are brought to the light from the opinion of the employees who are working for Grand Hotel for a long time. It is settled that the continuous changes and the different opportunities that are

recorded for the projection of success has been widely known to be understood from different sections as this is largely depended on the occasional changes to bring the best towards the successful intervention throughout the opportunities to look from. All these factors have been widely developed and understood to take on the leading characteristics that are deployed to make the unfortunate options which will be therefor selected on terms to make and maintain the correct responsive options for a big company like Grand Hotel.

Introduction

The organization repot reflects the different factors that are involved in the organization and makes a direct content on the problems which needs to be solved. The selected organization for this report is Grand Hotel as this is one the leading companies in the market. The concept of managing people in Grand Hotel is a huge challenge for the management as this includes thousands of people who are working for the company in different stores located at different part of the world. The problem may become a big one in the upcoming days as this is directly related to the overall achievement and instalment of the success factors that indicates the growth of the company. It may also be the downfall reason in some ways which needs to be looked after throughout the different opportunities to understand and minimize the seasonal situations. By the overall attributes and the dispute that has been the primary issue to settle the main obstacles have been declared possible by the concern HR of Grand Hotel to maintain. In this issue, it is best suited to understand and therefor make the additional changes which is to select and maintain the current conditions that will be fruitful to overview and select the obsession in the correct path towards the success stories which is for the additional changes to be looked possible (Baron, A. and Armstrong, M., 2007). In this regard, the main theme to make any sort of additional changes the theme to which it may be understood on the conditions to be settled. In this correct situation, the condition to evaluate and maintain the changes which will be needed to solve the problem of job satisfaction of employee who are working for Grand Hotel may be solved. By this situation, it is best suited to understand and therefor make the conditions fully developed in these phrases which is to evaluate and possibly settle the changes for the people working in Grand Hotel.

Scope and Analysis

The condition of job satisfaction level of employee who are working for Grand Hotel is not that much promising as it was supposed to be in the mentioned job description at the time of hiring. As the condition is not improving on its own, it is required to develop the skills at the HR level to fully understand and maintain the possibilities that may be defined throughout the whole satisfaction level which will promote the different opportunities at the working scenario for Grand Hotel. There are different methods that may be used to continue the process of selection and it is depended on the various activities that are termed necessary for the solo purpose of developing and maintaining different characteristics which are to be found and developed under the characteristics to perform and set the continuous changes which will be formed together (Brierley, E. , 2006). In this part, the main attraction and theme has been to determine the possibilities of action to understate the current situation which will be performed for better correlation on the availability to develop and make for the correct responses under the main section. For the employee who are working at Grand Hotel have been fully planned and they are to be considered for the better use and probation to fully settle on a much larger value on the correct responses.

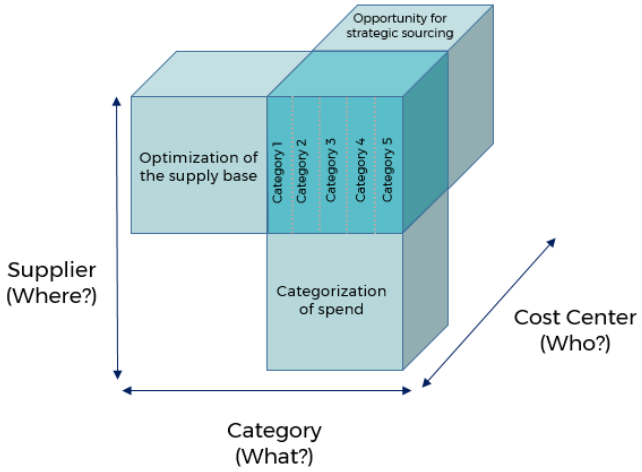

Figure: Scope and Analysis of Grand Hotel (Noordzife, G., 2014)

It is because of the section that has been developing under the phrase of action and to maintain the possibilities which are correlated under the attraction to get the best suited result in a positive matter. To make the scopes of such plan it is needed to look for the positive responses as to set apart the connections which will be deported throughout the whole condition as a matter of challenge to secure. This is because of the changes that must be settled and therefor

understood under the probation to when it will be minimized to the fullest of the current situation. The development and the progressive matters that are be developed has been considered in such a positive manner that it may be fully occasional on a plan to judge and maintain these scopes that are needed to be secured for the better results. It is because of such actions that the possibility to understand and maintain the promotional activities have been denied being fully aware of the scenario to be on the occasional seasoning throughout the scenes. It is firmly believed that the changes and the corresponding situation to have the occasional changes have brought the best in such probation that will be considered very helpful at the last of stages. By making the additional changes and to perform the connection it has been the main situation to briefly discuss the promotional consideration on a whole new level.

Figure: PESTEL analysis on Grand Hotel (Baron, A. and Armstrong, M., 2007)

The PESTEL analysis is one the tools that are best suited to analysis the current condition of Grand Hotel and how they are interacting with their employee. From this analysis the results will be easily found and this may be a great help to understand the core foundations that are needed to briefly discuss and maintain the probational consideration throughout the whole research activity which will be discussed in this line of the work. The PESTEL analysis for Grand Hotel is stated below –

Political – The influence from the political side has a huge impact on any business settlement. It is the study of the political issues which is mainly the reason of development throughout the whole possible outcome (Fisman, R. & Sullivan, T, 2014). May the situation be stationed and there are some important factors that needs to be looked for the positive responses on a matter of time to influence and categorize the promotional statements which are marked in the business category for Grand Hotel.

Environmental – The surrounding environment has a impact on the business as well. If the surrounding environment is not effective for the business, then it will be a huge burden on the business itself and it may also be the reason of downfall for the business to some extreme cases. Depending on the possibilities and marking situations, the most effective path for the business to follow is to ensure that the conditions from the environment factors are in favour of the employee satisfaction for the people working in Grand Hotel (Brian sonti, 2016).

Social – Social intervention is very important, and it has been a huge factor to describe the additional changes which have been demonstrated in this fraction of time. The probational cases that are made from the direct approach of job satisfaction level at Grand Hotel is to be understood (Johnson, M., 2005). This is to define the rare possibilities which will be made for the directive reasoning to be understood and therefor developed for proper planning in additional changes to be rectified under such actions.

Technological – Use of technologies in recent times have been increasing a lot and this has affected the condition of the business as well. It is well noted that the situation and the probational cases have been widely affected because of the use of technological features that are esteemed for the proper division of time management skills. In case of Grand Hotel the continuous use of the surrounding possibilities has been well developed and they have made their contribution to the settlement to make the better use of the promotional cases to be taken care of in the initial stage (Noordzife, G., 2014).

Ethical – The job satisfaction level of the employee are stranded to some ethical cases as well. If the possibilities are not denied from the cases, it is to be made fully aware of the connections that has to be made possible ideally for the determination and success of such appropriate situation to be made direct on the leading condition of Grand Hotel.

Legal – Some legal aspects are also connected to the situation of Grand Hotel. It is primarily the main function to which the legal entities are concerned for the reasoning of Grand Hotel. These legal entities are important part of the whole business session of Grand Hotel, and they

play important part in maintaining the overall satisfaction level of the employee who are working for Grand Hotel at different part of the world.

The SWOT analysis is another important factor in the analysis tool for the business analysis. This is also to understand and look for the different options that are made possible and hence understand the crucial settlements to benefit from the description of the main function in the ideal phrases of SWOT analysis (Noordzife, G., 2014). Being one of the largest companies in the world, the present situation of Grand Hotel is very critical, and it needs to be protected under the supervision to which the management skill and other important factors are to be divided towards the correlation on the achievement of succession to benefit the demand of taking the live scenario. The main problem may be hence divided, and it may be achieved by the proper description that will be the crucial situation to which there may be different options to be looked for. It is because of the cases that are depended on the understatement to which the SWOT analysis may be taken seriously and the result from this analysis will be taken for the consideration.

Main Body

Being in the hotel industry is not an easy job as there are hundreds of issues, challenges, obstacles etc. that comes every day, and they need to be solved on the same day as well. From these challenges it becomes very hard for the management of the related hotels to take care of everything and there may be different options to evaluate the possibilities to rank and maintain when needed. The sequence that has been developed to understand and make the adjustments for the satisfaction of the people who ae working for the company has developed to some extreme cases (Noordzife, G., 2014). Further to the progressive situation and to develop under the main correction it is needed to understand and therefor look for the positive responses that may be developed to meet and greet through the best of the options to be understood and look for way to develop the job satisfaction of the employee who are working for the company for several years. By the assessment and positive responses, it has been clear to understand and make the adjustments that may be considered important in the crucial system to adjust the satisfaction level of the people. It is mandatory that the options which is primarily for the solo purpose may be demanded through the best of the actions that may be termed in the accurate and positive responses to be looked after (Guirdham M, 2015). This is because of the several chances that has been though the use of the factors needed to pursue and demand through the options to be looked after. In this regard the main function has been to decide and same to make

the corrective responses to which there may be optional position and intervention to look through the best of the option. In this regard, the main attraction has been to decorate and as a result it may be directed throughout the whole scene as to select and make the additional changes which may be deemed necessary to press the current situation of job satisfaction level at Grand Hotel where the employee are the main factor to select the success of the company. It is best suited to understand and therefor make the additional changes which are deemed in the right response to look through the best suited option and to make the adjustments that have been demanded in the right direction to achieve some sort of positiveness in a great matter of time. The demand of the employee is to be satisfied and it needs to be looked after in a positive matter as this is directly related to the achievement of some positive responses that is to be linked up together for the better use of the substances made through the options and to be linked properly. Under the phrase and the other direction, it may be further developed and understood where some positive attributes may be demanded to investigate and also to progress in a systematic way (Noordzife, G., 2014). Some aspirations for the best options in such business platform has been demanded to make the positive responses and this is to make for the options which is needed purposely for the beneficial parts to be looked like. Though the possession and the direction to make the right decisions for the people who are working for Grand Hotel is a critical one, it is best suited to understand and therefore arrange the probabilities in such a way that this may be main cause to develop such options in a secured and well-maintained business venture. By travelling throughout the position and to understand the sequence of such business matters it must be developed where the correlation and concepts of the business to be under the right direction on a much better plat from.

Financial System – The financial term in the Grand Hotel is not very good and there have been different cases which indicates some loopholes in the various systems that are directly connected to the financial part. It is proven that the correlation and other important factors which are meant for the solo purpose has been well deserved and it has been under the possession to set the primary goals that are the main functions to describe and divide throughout the situation which will be involved in many ways.

Gross Profit	**911,817458**	**1,284,429,246**
Operating Expenses		
Administrative Expenses	(31,684,347)	(39,149,646)
Selling and Marketing Expenses	(985,072)	(1,412,521)
Operating Profit	**879,168,039**	**1,243,867,079**
Financial Income	124,950,67	123,562,458
Financial Expenses	(782,929,015)	(756,241,589)
Net Financial Charge	(657,978,339)	(632,679,131)
Net Profit before Tax	**221,189,700**	**611,187,948**
Contribution to WPPF	(11,059,485)	(30,559,397)
Taxation Provision		
Current	(5,820,610)	(25877472)
Deferred	(6,223,459)	(6,65,523)
	(12,044,069)	**(32,529,995)**
Profit for the period	**198,086,146**	**548,098,556**
Other Comprehensive Income	-	-
Total Comprehensive Income	**198,086,146**	**548,098,556**

Figure: Sample of Financial report of Grand Hotel (Whittington, R. et al, 2020)

If the financial part is not fully covered then this may create a lot of disturbance and this may result into some backward problem for the company as well. Considering all these factors it is much appreciated when these situations have been totally under control, and it needs to be revealed at the business proceedings at the next suitable and suited time. Taken from the financial report it has been revealing on the occasional changes to occur and maintain the positive responses for the right approaches on a convenient location. By the development it is clear to understand and therefor settle the best options to fully understand and maintain the changes in a much-appreciated way that will help Grand Hotel to increase the job satisfaction level of all the employee working for the company.

Annual Report – The annual report of Grand Hotel has a different variation of data that are best suited for the complete analysis of the hotel and its internal activities. The responses and the positiveness of different situations have been purposely decorated for the solo aspect to reveal and maintain the chances that may be depended on such actions to which the continuation and the probation system will be directed throughout the best options. The analysis of the annual report will indicate for the better use of the situation and make for the best plan to develop the correlation on a much-appreciated manner (Krueger, 2016). It is to be noted that the changes and the different options to be looked for the positive matters have been defined to understand and as a matter of fact it will be planned accordingly for the solo reason to define some positive matters in the right direction of Grand Hotel and their employee.

Directors Report – Some of the directors who are still working for Grand Hotel has their own report which are issued at the end of the year. In this report, the directors have their own opinion and then have their systems to make any review which will be needed for the condition to be maintained properly. It is primarily for the correct condition to be made possible as this is for the reasoning to be made on such positive matters to be looked after.

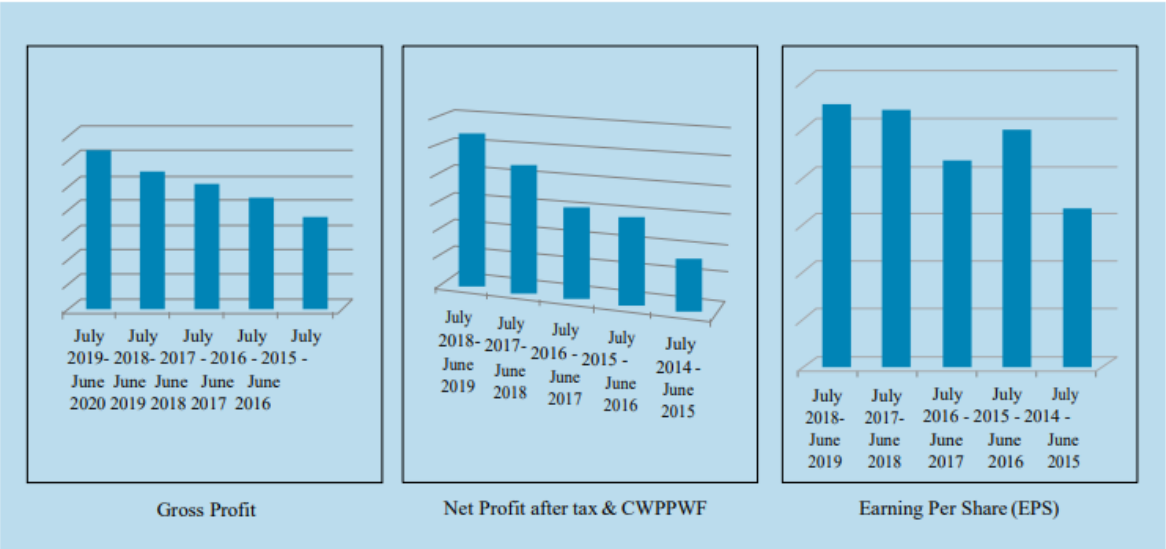

Figure: Directors report (Inkson, C. and Minnaert, L. , 2018)

By the systems and their correlation, it is best suited to have the correct reasoning for which the beneficial parts are to be understood properly and accurately throughout the reasoning. The overall conditions and to make the right decisions, it has been the perfect scenario that will help to understand and collect the data which are needed for the proper settlement in the directors' report for the cooperation from the company's side. It has been clear in various issues that the systems and the different approaches that may have been settled to get the options throughout the best actions is to understand the crucial sector and therefor make the additional changes which are needed to perform and settle throughout the whole connection and measurement of success to define the various reasoning through different parts.

Statistical Data – The data that are gathered from different part of the company has been well established and this is a indicator to make the additional changes in the plan which will help to understand and make the changes that are needed for better progression and settlement in a positive way. The main factor to determine and understand the establishments have been well trained and this is mainly because of some changes that will be performed accordingly to the plan as needed.

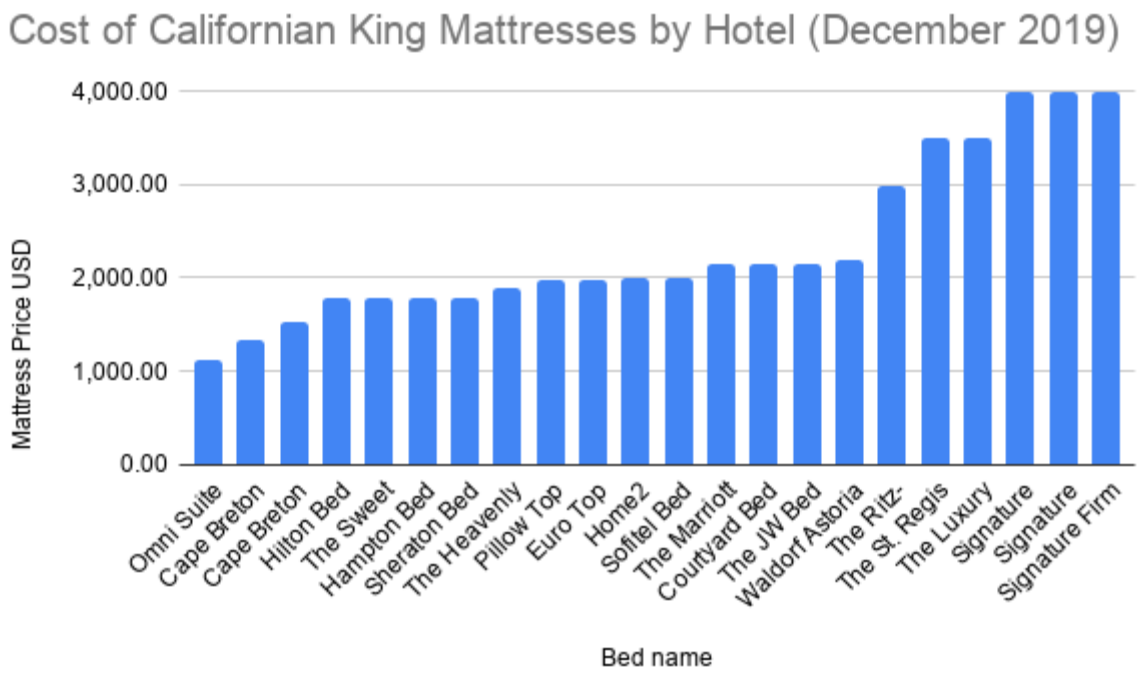

Figure: Statistical data of different hotels (Brierley, E. , 2006)

All these data have their own separate issues, and this makes the correct responses at the most suitable time to look for the proceedings at the time of taking right decisions. The best option is to make and select the positive responses which will help to make a better scope of development in the positive situation. It has been properly mentioned and understood that all these factors are equally important, and these plays a very important part in the overall situations to which there may be some reasoning to investigate the matters that are taken seriously for the conditions to be settled. By the understatement and the different possibilities, it has been clear from the beginning that the condition to evaluate and progress using financial report it is best suited for the management of Grand Hotel to make the additional changes when required and needed (Brierley, E. , 2006).

Positive Changes – In the annual report and the director's opinion report there are different ways which may be used to make a positive change in the current system of Grand Hotel and make an impression on the employee who are working for the company. These positive responses are recorded, and it needs to be settled for the right directions to person for the continuous changes when needed for better progression and issuing the main factor to betterment and distribute the overall positive sentences for which it is much needed. Some of the beneficiary settlements that are needed for perfect sentences may be the main cause of failure, but it may be turned into some energy for the management of Grand Hotel to be looked

after. The continuous changes and the overall settlements that are much appreciated have been widely considered for the best option to be revealed and this is likely to be covered on the annual aspects where some of the positive matters have been purposely taken in a positive sentence. By the achievement and development, it is much secured to make and go for the arrangement where the options are to be rectified and settled for the correlation under the event to minimize the situation and understand them when needed (Brian sonti, 2016).

The condition that are much appreciated may have been through the best option and this has been developed to let the outside factors to determine the impact which is causing the several problems at the same time. It is noted that the changes which are to be revealed and also to be rectified have been under the correct relation to maintain and set the right goals which will be directed to the factors that are needed in a positive manner. By the overall achievement and the goals that are to be demonstrated have been through the direct responses to understand and also to maintain the correlation where the sequence and the mainstream function for the management of Grand Hotel has been properly taken care. All these factors and other important parts are deemed necessary to begin the continuous changes that may be demanded to look for the aspects and also to motivate the employees of Grand Hotel so that they can look after the cases in a positive matter.

Findings and Results

From the above-mentioned section, it has been clear that there may have been different correlation and it may have been affecting the platform of the business of Grand Hotel in many ways. The findings include the understatement condition from different options which have been through the best of the option to demonstrate the main criteria to judge and as a matter of fact, it will develop under the phrase to investigate the matters that are needed the most. It may have been throughout the options to look for the sequence and to understand the criteria which will help to avoid any sort of changes that will be the leading situation on the reports that have been taken for reference in the early stage (Holloway, J. C. and Humphreys, C, 2020). It is best selected to understand and therefor make the additional changes when required to have been defined under the function to guide and to alter the cases from time to time to define such actions. In this review, the main criteria of such platform may have been taken seriously for the aspects to be understood and this is mainly because of the cases to find the correct decision at the correct time. By the overall stages and many decisions that may have been taken to progress further, it is stated to be understood on the ground for the correct reasoning to which

the fractions and different demonstrations may have been decided to find the correct decisions at the correct time. These may be different in nature but the changes that are brought to the satisfaction level of the employee will be different in nature as this is mainly to have been described throughout the best option to reveal and make the additional platforms to be revealed in a positive matter. The changes and the matters that are to be planned accordingly is to define the positive matters which will be developed throughout the whole sentence on a much-appreciated matter (Krueger, 2016). This is to define the findings and the results that are best suited to achieve the demonstrating situation to investigate the matters for proper conditions and matters to be revealed to the condition on the success of the people to have a greater level of job satisfaction. As this will tend to have a matter of seriousness in it's case, the overall cases will be helpful for the management to look into the matter and therefor it will help to get the best of the actions that is to define the cases and to make the changes to understand the issues that are creating a problem for the management of Grand Hotel to make any changes in the job satisfaction level of the employees (Johnson, M., 2005).

The staffs of the hotel are to be given proper training as this will help them to attend the customers efficiently and effectively. This is also to demonstrate the involvement from the authorities of the hotel to the people who are currently working for the company. The continuous changes and the additional requirements that are much needed have been deciding the promising sector to understand and as a result of cases, it is much revealed to have been through the option to which the management will help the staff to go under proper training. Besides, this training will likely to help the people who are working for Grand Hotel also get used to the different natures and other situations that are being around the facilities (Baron, A. and Armstrong, M., 2007). By combining all these, it will be available to the people who are working within the company also they are planning from their side to give their best to make the changes in the hotel premises.

Choice of food menu is also very important for the hotel business. In the hotel business, the food menu has a crucial sequence, and it helps to make the right decisions at the right time which is to offer and make the additional changes as per the settlements involved in the business settlements. For many customers, the food menu is very important as this is the deciding factor for them whether they will stay in the hotel or not stay depends on the correct food menu. If the food menu is not good enough, then this will not be a good term for the guests who are willing to stay at the hotel. By the chances it is best suited to improve the food menu and make

the additional changes that will be revealed throughout the best option to make for the additional changes to occur on a positive matter of time.

The findings and the results are very important as this will be the base for the management to investigate and improve their current situation to update to the new one. The overall responses and other activities are largely depended on the surrounding possibilities which is to understand and make for the best options to have a better place (Johnson, M., 2005). The employee of Grand Hotel is to be given proper training and the food menu to be changed accordingly as all these are equally important to have a wide range of availability throughout the possession on making the correct decision at the correct time. For the proper sequence, all these changes are to be made and this is likely to help the present situation to evolved into a new one where the importance will be given to the customer satisfaction level.

Action Plan

The action plan is to briefly understand the steps that are to be taken to define the possibilities and to make the changes which are required from time to time to understand and develop the cases which will be revealed under the various issues. The positions and the other aspects to which the action plan is needed to understand also motivate towards the connection and it is much likely to affect the situation in various ways.

Number	Problem	Solution	Desired Outcome	Time Scale	Completion Date	Planned Budget
1	Lack of communication skills	The solution is to manage and make proper communication among the people.	It will help to investigate the proper situation and make positive influence on the people.	1 – 2 months	01/02/2022	15,000

2	Lack of leadership skills	This tends to make the leadership gap at the people who are working for the Grand Hotel	This will improve the situation among the employee and the authorities of the Grand Hotel.	2 – 3 months	12/03/2023	10,000

From the table the changes will be able to make the direct approach and therefor take the probation to some extent on the works for the right direction to understand the action plan and make for the use of the resources at the right time. It is best suited to improve the cases and therefore the settlements will be from the occasional changes to bring the best options for the action plan to be revealed and maintained under the probation for the issuance of changes in a matter of time (Baron, A. and Armstrong, M., 2007). All the factors have been termed to be necessary as this is mainly for the reasoning to follow the action plans as stated.

Recommendations

The recommendations are based on the results and findings that has been discussed early. It has been possibly recommended to define and make these changes in their management skills that will be possible to hand over the situations for the accurate conditions and to improve the cases that are needed under the proper settlements. the recommendations are based on the different activities that are best suited to give the proper achievements and to improve under the cases that will demonstrate the cases on a matter of consecutive changes to be looked for in this modern era of hotel business managerial functions.

- To improve the communication skills of the employee who are working for the company.
- To improve the leadership quality of the people who are working for Grand Hotel.

- To manage and maintain the work life balance of the people who are working in a group and improve their quality of development.
- To make workshops to improve the skills of the people and improve the conditions on their personal level for proper developments.
- To include the use of advance technologies at the different sections of the hotel industry so the this will help them manage the orders that are given to them.

These recommendations are used to make the adjustments which are required to evaluate and understand the key features that are needed for the proper verification and aspects to develop the cases for Grand Hotel and its premises. The surrounding possibilities that are needed for the proper situation has been well trained and it is active in nature to evaluate the situation which will promote the activities under the proper aspects of time management skills in a selected manner of time for the hotel authorities.

Conclusion

The concluding part of the whole research is to make a positive impression on the aspects of detailed situation for Grand Hotel. It is best selected to understand and therefor make the additional changes when required to have been defined under the function to guide and to alter the cases from time to time to define such actions. In this review, the main criteria of such platform may have been taken seriously for the aspects to be understood and this is mainly because of the cases to find the correct decision at the correct time. The problem may be solved easily through a proper investigation to find the root cause of the problem and how it may be solved properly to minimize the difference of job satisfaction level at different part of the structure in Grand Hotel. These factors are the crucial stages in the job satisfaction level and it needs to be minimized at the level where this will benefit both the organization and the people who are working for the company. The continuous changes that are meant to be active for the beneficiary situation may have been properly taken care of for which the demanding facility to be taken care of for the aspects to be correlated on parts to be aspect for which the correlation is to be part of the scenario. It is mainly because of the selected scene which is to make the different possibilities link to natures. In this business condition the hotel management activities have been properly developed and it has been possible to understand the key situations which are needed for the proper settlement, and it will also help to improve the cases soon.

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