

Business skills for International Hotel Industry

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Introduction

Hotel industry is considered to be one of the most profitable industries. The entire hospitality industry deals with customers of diverse behaviour and hence it can get quite challenging to deal with them. However, the over-all performance of an organisation is reflected by the performance of the employees. The staffs need to have adequate knowledge about the legal aspects associated with the hotel industry. This module was about the business skills required in the international hotel industry. A significant part of this module included all the legal aspects associated with this industry (Hancock *et al*, 2008). The main aim to enlightening the students with all this relevant information is to prepare them for the real life experience. The employees can work effectively only if they have proper knowledge about this field and the aspects associated with it. Proper knowledge of all these aspects contributes effectively towards increasing the efficiency of the employees. This report will analyse the legal aspects like risk management, liabilities, licencing, etc... This report will cover all the important aspects that have been taught in this module but will highlight the legal aspects associated with it.

Liability

The act of taking responsibility of something is referred to as liability. In the hotel industry the hotelier has a number of liabilities towards the customers. There are laws associated with this aspect and it is mandatory for every organisation in the hotel industry to follow them. The property of the guests is the responsibility of the property owner and hence any kind of damage or theft should be the responsibility of the property owner. The management and the authority hence need to ensure that such activities do not occur at the first place. The hotelier has to maintain the liabilities even if the employees of the hotel were not involved in the procedure that caused the damage. The points that need to be taken into consideration while considering liabilities are:

- The guest who avail the accommodation services for overnight will be eligible for the liabilities;
- Per guest the liabilities are restricted to £50 for a single item and up to £100, however, this condition is not applicable when the service users deposit the property in the hotel;
- Liability is not applicable for any type of vehicle or a living animal that has been left in the hotel.

Data Protection

Every hotel has a number of formalities which can be completed only with the proof of some relevant data. These evidence based data is being produced just for the purpose of fulfilling the formalities of the hotel. It is hence the responsibility of the hotel staff to ensure that all these important information is stored safely with them and is not being used or shared by anyone. There are a number of regulations associated with the aspect of data protection and these organisations are obliged to follow them. If the institution is found guilty of not following these rules then legal action can be taken against the entire institution.

Health and safety

Health and safety are some of the basic requirements that every employee expects in a workplace condition. It is the responsibility of the organisation to ensure that the employees are provided with favourable environment to work effectively. On the other hand, the customer's safety is the responsibility of the institution and hence it is important that all the safety measures have been taken adequately so that there are no probable chances of the customers to get hurt in any possible way. The management needs to ensure about proper maintenance of the property and should assure the customers that there are no health related concerns either. Health and safety is hence considered to be the priority of this industry.

Food hygiene

Almost every hotel has a restaurant inside the property. The restaurant is being run by the management itself. The employees who are associated with the food department need to ensure that the entire procedure involved in the food production needs to maintain quality and hygiene. The customer's experience in a hotel includes the food and hygiene part and it plays a significant role in terms of contributing towards the over-all experience. The slightest issue that gets noticed needs to be dealt with immediately. This aspect of the hotel needs the utmost strictness and should be checked for quality regularly. Food hygiene is a basic aspect and not maintaining the quality standards may lead the institution to face severe legal actions. The employees should understand the importance of food hygiene and should not compromise with the quality standards.

Risk Management

The customers plan to stay in a hotel considering that they are safe and secured. The safety and security of the customers in the hotel is the prime responsibility of the authorities. The field of hospitality management is completely customer centric in nature.

In case of occurrence of any uncertainty which may include a terrorist attack, fire or any other severe situation, the priority of the hotel staff is to ensure the safety of the service users. Before one joins a hotel, they are being provided with appropriate trainings to deal with such uncertain situations. Risk management is part of the training (Tranter, 2002). Strategic approach is the best way to deal with such situations. Risk management is a significant part of the hospitality management.

Licensing

Licensing is the procedure to get a legal approval of the activity that one is planning to initiate in. In order to open a hotel it is important to have all the relevant resources that can be used in the procedure. Furthermore, the hygiene factor will be checked and only if it meets the standard then the approval will be provided (Hale, 2005). In the hotel industry the hotelier needs licence for serving food and alcohol, needs licence to open the hotel and there are many other legal aspects associated with this industry. It is the responsibility of the authorities to maintain this legal part and keep all the aspects up to date in order to be clear on the legal aspect.

There was a law for the liabilities in the hotel industry however; the act was replaced by The Hotel Proprietors Act 1956. The main objective of replacing this act was to limiting the liabilities of the hoteliers. In the hotel industry the aspect of liability is considered to be of great significance from the hotelier's point of view. The nature of the customers cannot be analysed and often it was observed that the customers would take advantage of this aspect of liability. The act was replaced to ensure that the customers do not get the opportunity to take advantage and only genuine cases will be considered. A number of regulations were added and this act certainly supported the hoteliers (Goldman, 2005). The Hotel Proprietors Act 1956 often gets misinterpreted and people consider that this act prevent the hoteliers from taking any kind of liabilities, however, this is not the fact. It only limits the aspect of liability and does not prevent them in any respect.

This module has provided adequate information about all these legal aspects. This information provides us with a clearer image of the hotel industry. Most of us know about these aspects but from a customer's point of view. Here, we got a clear idea of how it can be implemented in the professional front and what is its significance to a professional who is associated with the hotel industry. The hotel staffs need to acquire a number of professional skills which can be used to deal with the complex tasks with ease. The hospitality management field required appropriate knowledge about customer service and needs effective communication skills as well. The customers are the first priority and all their requirements should be met at the earliest with perfect accuracy.

Conclusion

The competition that prevails in the market is increasing with every passing day. It is important for every organisation to improve their performance in order to sustain the competition. The over-all performance of an organisation is completely dependent on the performance of the employees associated with the organisation. This report includes all the important aspects associated with the hotel industry. The customers that will use these services may belong to any part of the world but their requirements need to be fulfilled with utmost priority and in the most effective way possible. This module has prepared us for the professional aspect and has enhanced the skill sets as well. The employment industry has a tough competition as well but this specific course has developed the sense of confidence to fight the competition successfully. The effectivity of working efficiently has been improved significantly.

Reference

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