

PORTFOLIO

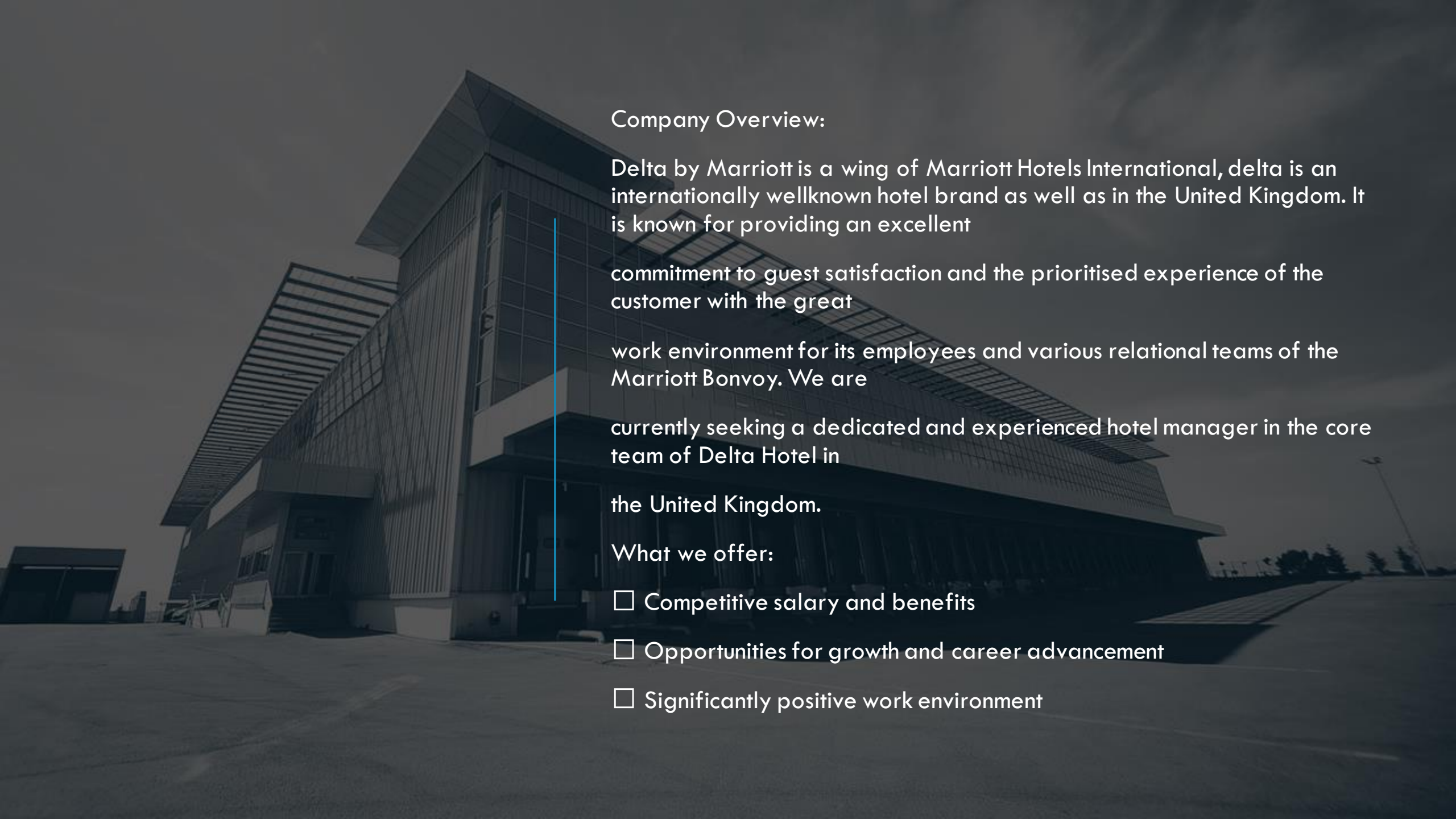
Introduction:

Various expected outcomes in the hotel industry determine the profitability and success of the business. High-skilled human resources with significant experience in serving people play an important role in customer satisfaction which improves the brand image of the hotel. Various hospitality brands dominate the market but Marriott is a leading brand for the hotel industry. Delta by Marriott is a wing of the Marriott international company which has hotels in more than 125 locations in North America, Asia, Europe and the Middle East regions in the world (statista.com, 2024). Having significant human resources in the hospitality industry gives a significant hand in achieving the company's objectives of success. This portfolio shows a prominent approach to the recruitment and onboarding process of the employees in the Delta hotels with various impact factors of the PESTLE analysis and SWOT analysis of the hiring procedure in the hospitality industry. Which ensures that top-quality talents are onboarded for the success of the company.

Job Advertisement for Hotel Manager:

Job title: Hotel Manager.

Location: Delta by Marriott, United Kingdom.



Company Overview:

Delta by Marriott is a wing of Marriott Hotels International, delta is an internationally wellknown hotel brand as well as in the United Kingdom. It is known for providing an excellent

commitment to guest satisfaction and the prioritised experience of the customer with the great

work environment for its employees and various relational teams of the Marriott Bonvoy. We are

currently seeking a dedicated and experienced hotel manager in the core team of Delta Hotel in

the United Kingdom.

What we offer:

- ☐ Competitive salary and benefits
- ☐ Opportunities for growth and career advancement
- ☐ Significantly positive work environment



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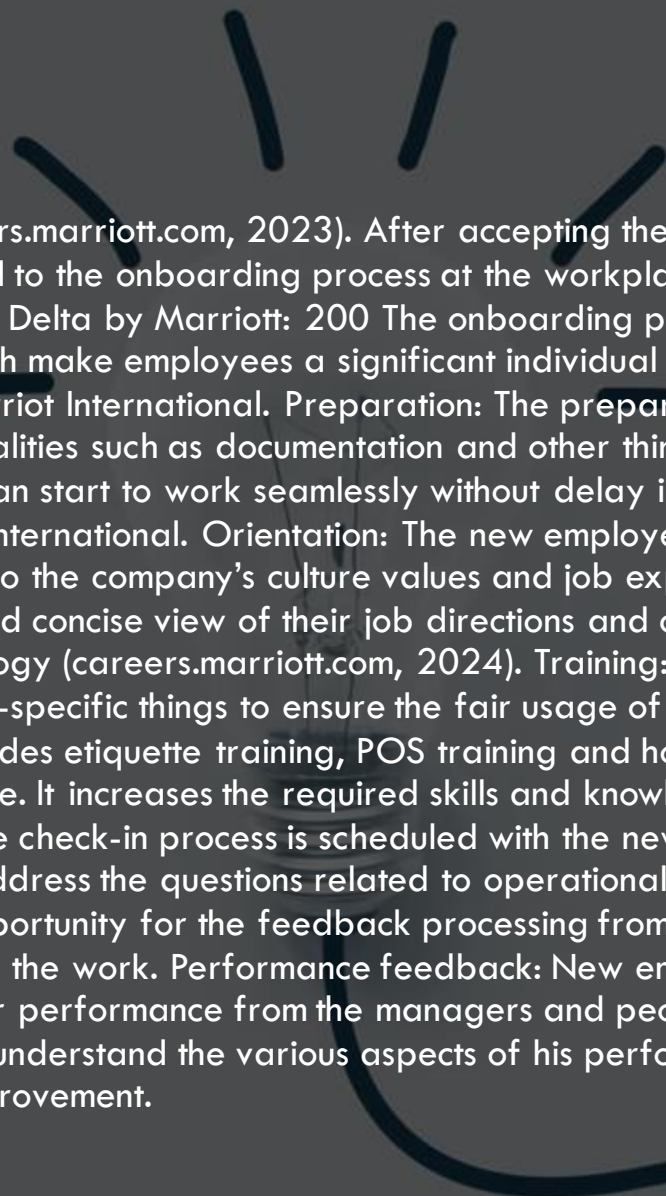
□ Chances to work with international standard teams □ Marriott Bonvoy perks such as discounts and other event access. Key Responsibilities: □ Supervising daily operations and providing leadership for hotel staff. □ Ensure a high level of guest satisfaction □ Manage various financial records every quarter □ Planning of work and execution □ Addressing problems complaints and reservations accordingly. Qualification: □ Proven experience as a hotel manager in a past company. □ Fluency in the English language. □ Understand various task relations with the hotel industry. □ Customer service skills □ Degree in Hotel management or business administration (Hotel/Hospitality) If you have a passion towards the hotel industry love to serve people and desire to work in a high-class work environment with international recognition, Marriott International would love to have you onboard. Delta by Marriott is a house for educational opportunity, we support diversified talents and are committed to providing a healthy work environment for all employees. Apply to join our team. Please drop your CV at: jobs@deltaby-marriott.com STLE for recruitment: Social: Various social factors impact Delta's recruitment process, such as the inclusion of a diversified workforce in their operational activities. It is an important approach for the company to hire various talents with diverse backgrounds and experience from various ethnicities and genders (Tiwari, 2022). It also needs to implement the benefits of flexible work schedules to establish a balance between work and life for the employees.

Technological: 5 The HR department has been influenced by various technological advancements in the hospitality industry by adapting Digital HR management software. The pre-hiring tools effectively reduced the hiring and onboarding process time in the industry (Nguyen, 2021). With various training and development technologies, it is easy to implement people management systems in the Delta hotels. Environmental: Marriott International has set environmental goals for 2025 which state the commitment of the company towards sustainable goals and social corporate responsibilities of the company that suggest hiring people from the local communities to increase community engagement (Sanvitale, 2020.). Legal: The recruitment process in the United Kingdom is bounded by several laws such as the right to work and the Health and Safety Regulation Law of 1974. Both state the appropriate and fair recruitment for the employees in the country (hse.gov.uk, 2024).

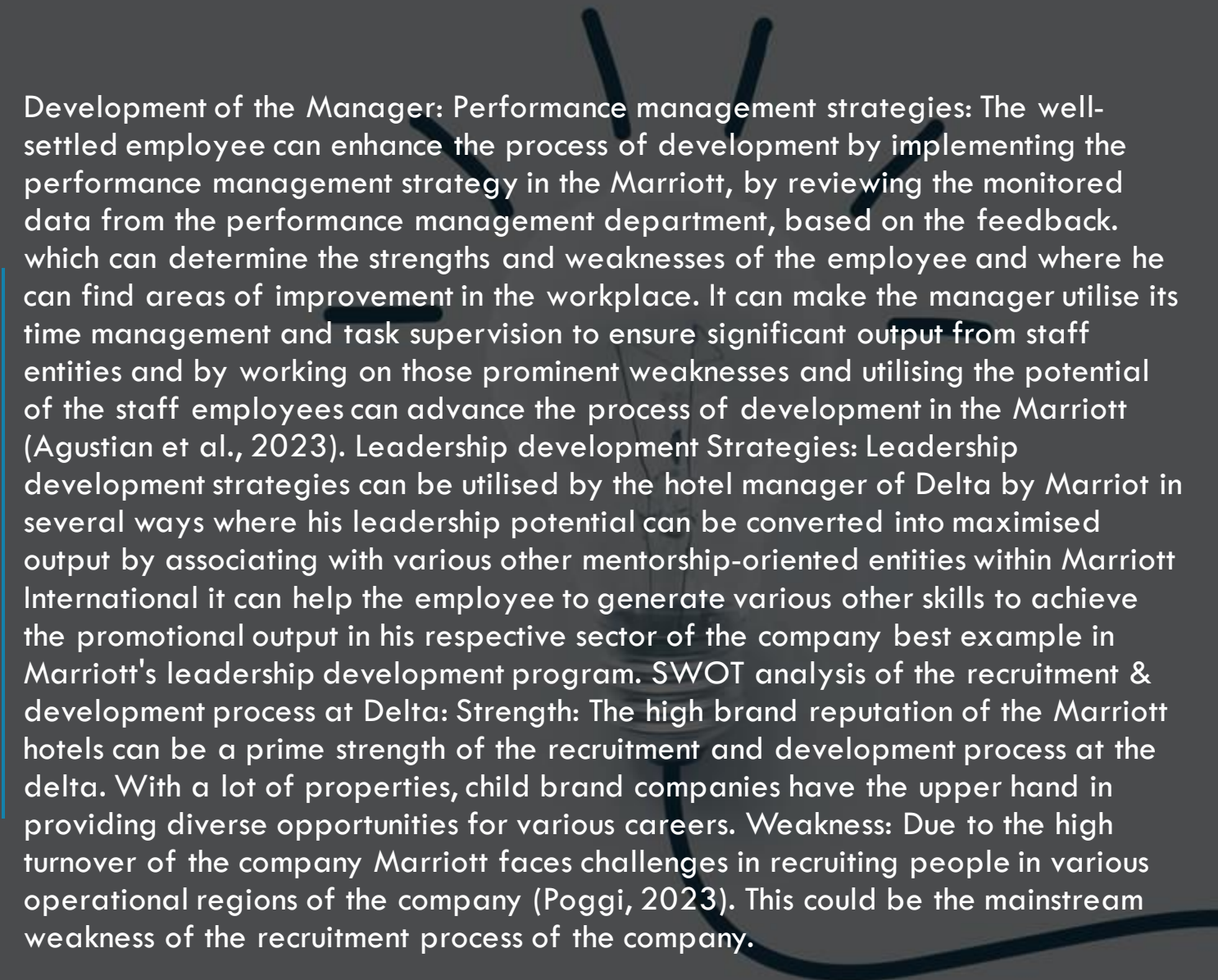
Recruitment at Delta by Marriott:

As stated by the director of the operation of Marriott it says the culture of “putting people first” is very close to my culture and it allows making a positive impact in many people’s lives (careers.marriott.com, 2024). it says the opportunity for a diverse workforce from various backgrounds enhances the value of the company's missions and visions significantly. The recruitment process consists of various steps, after posting a job advert HR department of the company processes the application according to their requirements such as the categorising of cover letters acceptance of the CVs and various other primal formalities for the hiring process. After that comes the step of screening the shortlisted candidates as per the best fit according to the requirement statement through the Taleo screening system at Delta Hotels. The part of the interview comes after this process where shortlisted candidates are invited to the interview process depending on the required role. It has multiple rounds including face-to-face interviews with the appropriate department and panel interviews, and an assessment test is performed by following the interview procedure. Successfully passed candidates get the job offer from Marriott

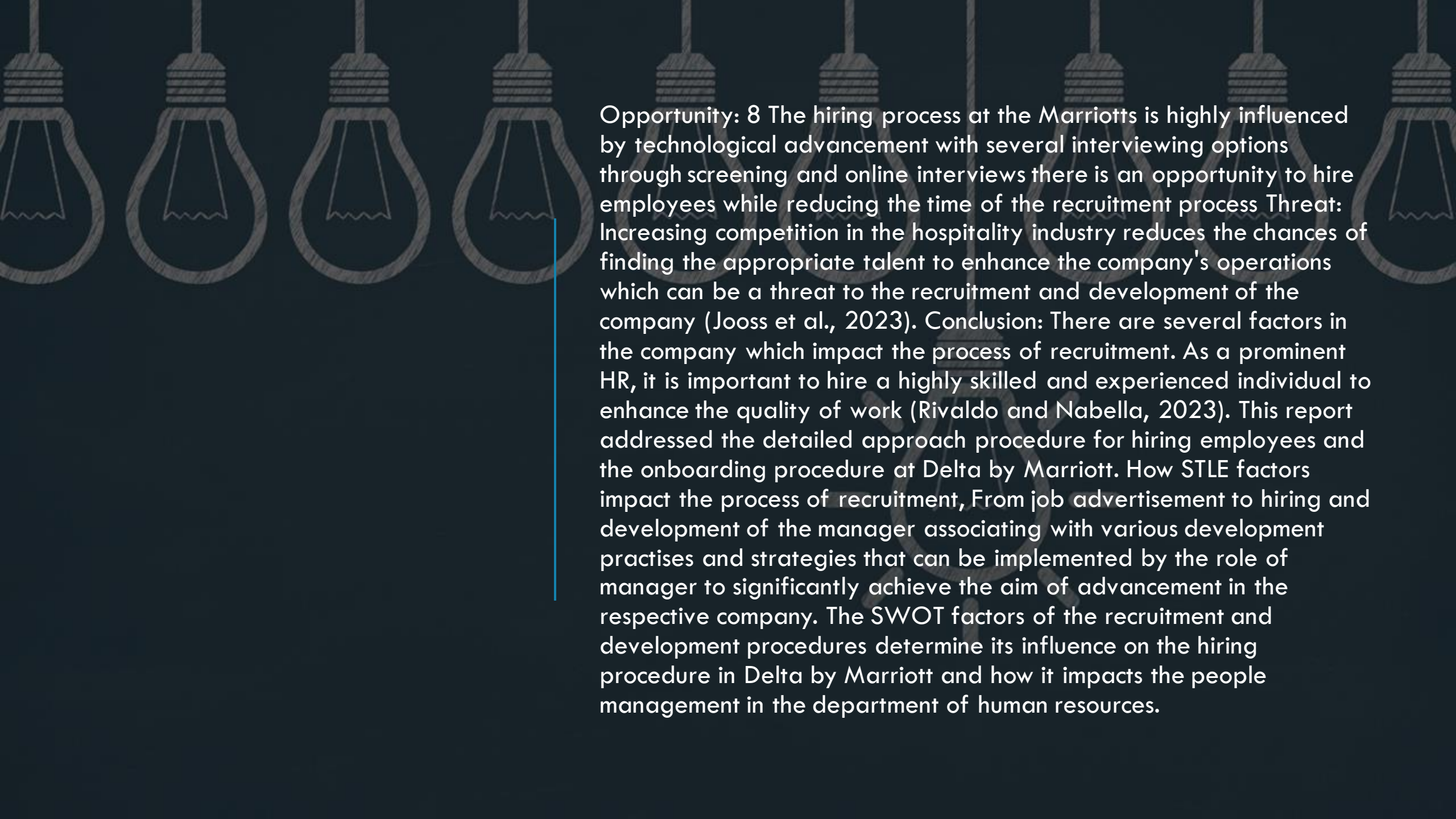




International itself (careers.marriott.com, 2023). After accepting the job offer candidates move forward to the onboarding process at the workplace of the company. Onboarding at Delta by Marriott: 200 The onboarding process consists of comprehensive steps which make employees a significant individual that aligns with the cultural values of Marriot International. Preparation: The preparation stage starts with the pre-joining formalities such as documentation and other things that ensure that the new candidate can start to work seamlessly without delay in the newer work environment of Marriott International. Orientation: The new employees' first day starts as the introduction to the company's culture values and job expectations. Employees get a clear and concise view of their job directions and commitment to putting people first ideology (careers.marriott.com, 2024). Training: New employees undergo training with job-specific things to ensure the fair usage of the equipment related to hotels this includes etiquette training, POS training and hotel management software for the employee. It increases the required skills and knowledge of the employees. Check-ins: The check-in process is scheduled with the new employees with its manager and HR to address the questions related to operational activities. This provides a significant opportunity for the feedback processing from the new hire to ensure the smooth flow of the work. Performance feedback: New employees receive regular feedback on their performance from the managers and people managers. It helps the new employee understand the various aspects of his performance, which can be monitored for improvement.



Development of the Manager: Performance management strategies: The well-settled employee can enhance the process of development by implementing the performance management strategy in the Marriott, by reviewing the monitored data from the performance management department, based on the feedback. which can determine the strengths and weaknesses of the employee and where he can find areas of improvement in the workplace. It can make the manager utilise its time management and task supervision to ensure significant output from staff entities and by working on those prominent weaknesses and utilising the potential of the staff employees can advance the process of development in the Marriott (Agustian et al., 2023). Leadership development Strategies: Leadership development strategies can be utilised by the hotel manager of Delta by Marriott in several ways where his leadership potential can be converted into maximised output by associating with various other mentorship-oriented entities within Marriott International it can help the employee to generate various other skills to achieve the promotional output in his respective sector of the company best example in Marriott's leadership development program. SWOT analysis of the recruitment & development process at Delta: Strength: The high brand reputation of the Marriott hotels can be a prime strength of the recruitment and development process at the delta. With a lot of properties, child brand companies have the upper hand in providing diverse opportunities for various careers. Weakness: Due to the high turnover of the company Marriott faces challenges in recruiting people in various operational regions of the company (Poggi, 2023). This could be the mainstream weakness of the recruitment process of the company.



Opportunity: 8 The hiring process at the Marriotts is highly influenced by technological advancement with several interviewing options through screening and online interviews there is an opportunity to hire employees while reducing the time of the recruitment process Threat: Increasing competition in the hospitality industry reduces the chances of finding the appropriate talent to enhance the company's operations which can be a threat to the recruitment and development of the company (Jooss et al., 2023). Conclusion: There are several factors in the company which impact the process of recruitment. As a prominent HR, it is important to hire a highly skilled and experienced individual to enhance the quality of work (Rivaldo and Nabella, 2023). This report addressed the detailed approach procedure for hiring employees and the onboarding procedure at Delta by Marriott. How STLE factors impact the process of recruitment, From job advertisement to hiring and development of the manager associating with various development practises and strategies that can be implemented by the role of manager to significantly achieve the aim of advancement in the respective company. The SWOT factors of the recruitment and development procedures determine its influence on the hiring procedure in Delta by Marriott and how it impacts the people management in the department of human resources.

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