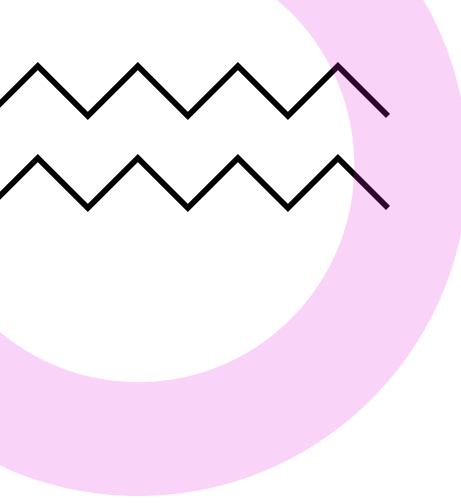
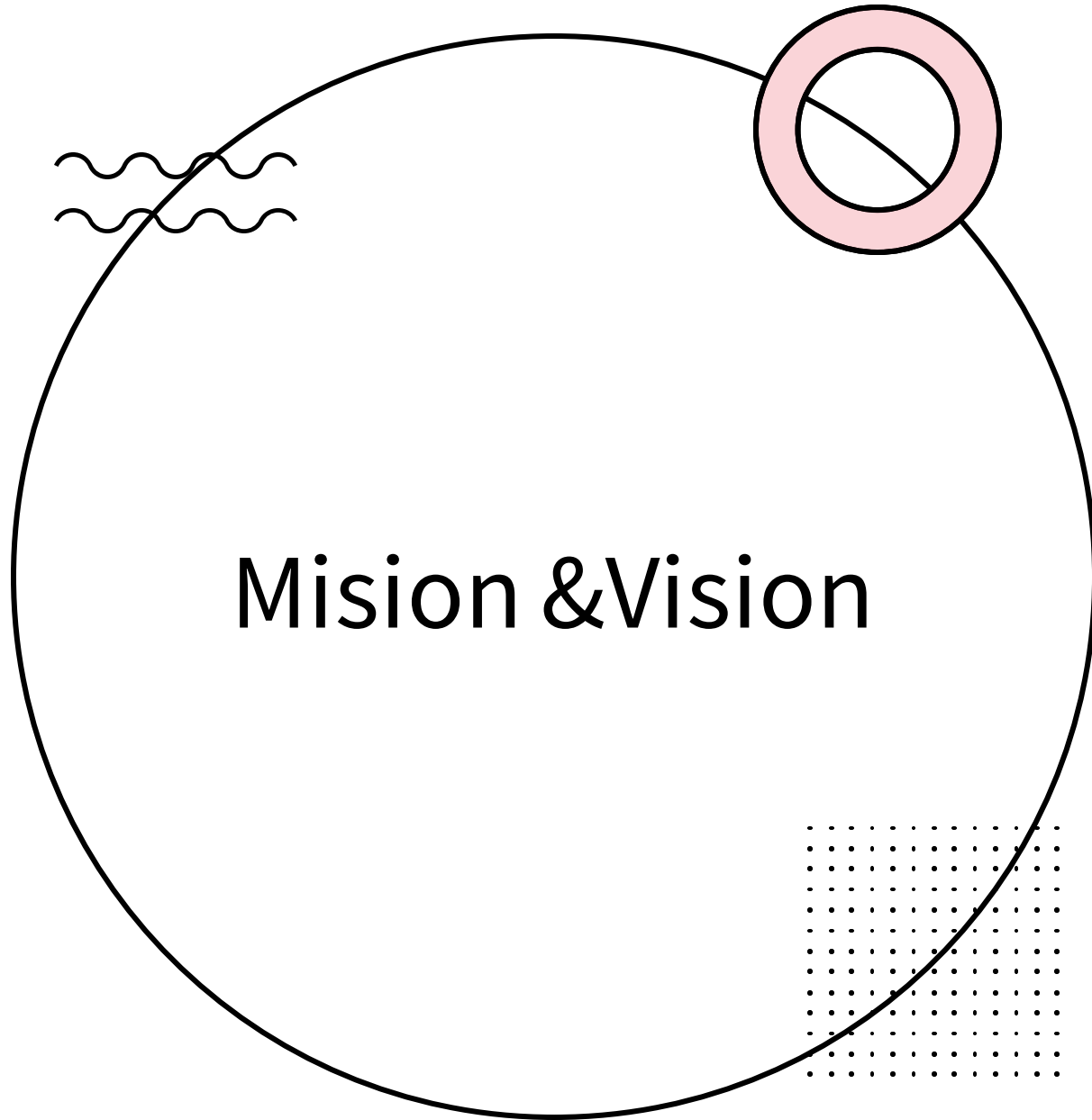




Hilton Hotel Management Audit

- Management and Organisational Behaviour
- M5X01924
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- The mission of the Hilton hotel trust is to be a world leader in the hospitality industry. The vision of the Hilton hotel chain is to fill the earth with the light and warmth of their hospitality. The success of the Hilton franchise business is related to its ability to operate as well grows sustainably. Being one of the largest hotel companies in the world, it has critical responsibility to take care of communities and our planet so that destinations remain vibrant and resistant to future generations of travelers to come.

○ Values and objectives

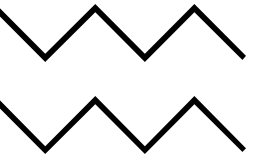
- One of the keys to the Hilton brand's success is the location of hotels in the most important areas of major cities. The hotel staff also emphasizes the reception of customers with warmth, politeness and respect, very important aspects in the hotel industry. Hilton's top management is responsible for the long-term situation and short-term goals.
- The establishment of the objectives is the responsibility of the board of directors and the operational area managers who are subordinated to the area managers. The decision-making process is also a responsibility of financial advisors. Hilton's leadership style is the method that implements strategy and inspires the public



○ Organisation structure

- The Hilton Group has a divisional structure. Such a divisional structure holds different departments and employees of that division on a schedule.
- The general manager of the Hilton hotel group adopts a democratic leadership. The manager also involves employees in decision making, even he has the power to get final decisions. This method tries to respect the decision-making power of the staff, thus offering a decisive leadership in dealing with the main problems and implicitly solving them.



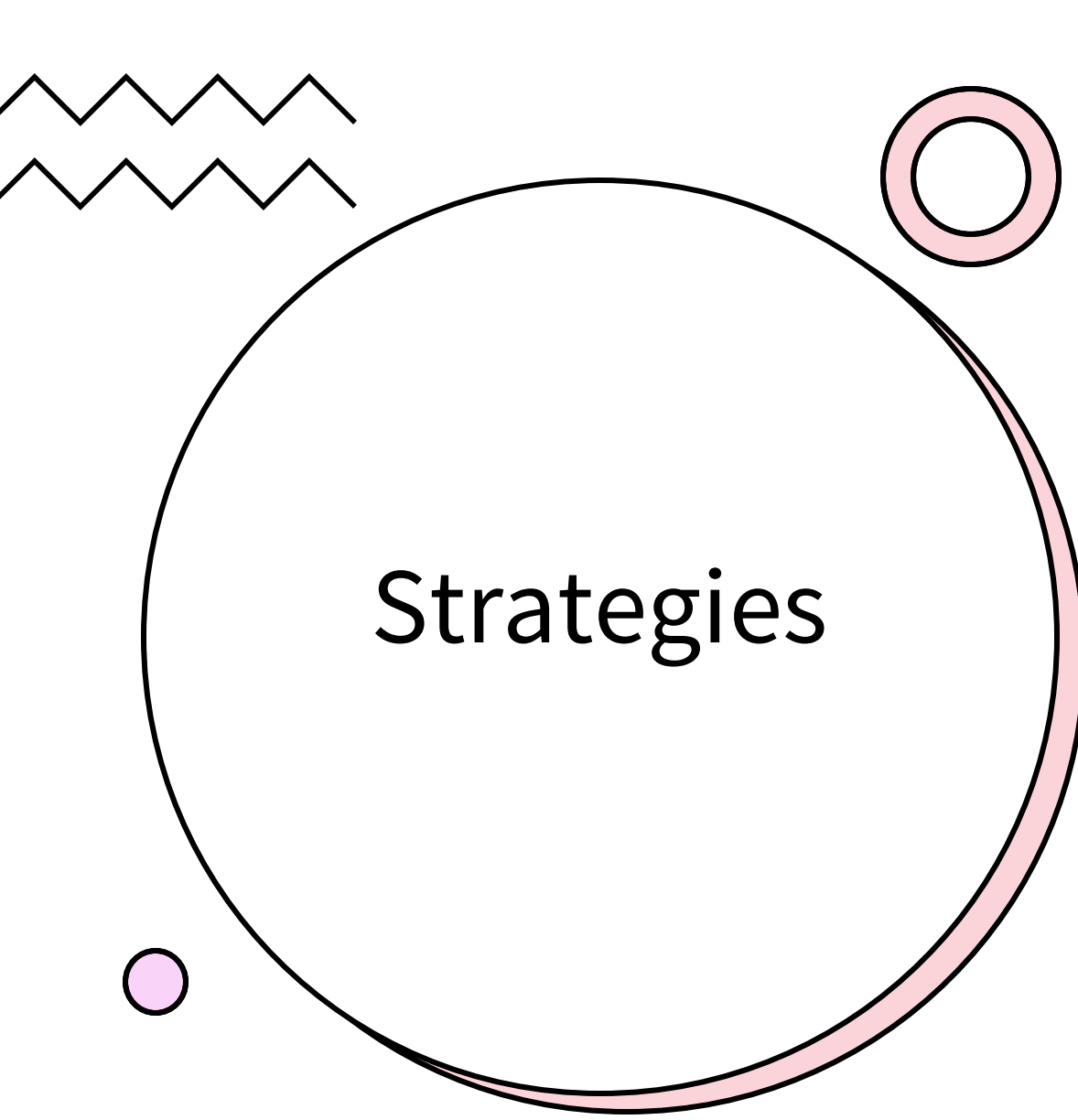


Organizational performance

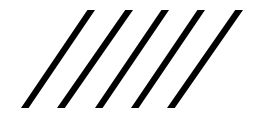
The Hilton Group have an organizational culture that includes reward, respect and recognition. He wants to comply with all the laws and rules regarding the salary of each employee and their work schedule. Employees following this plan are encouraged to become partners of the company to achieve performance. This own action plan was launched in July 2001 and is a plan that gives employees actions as a method of reward.

The Hilton Group is the best in the hospitality industry, thanks to its leadership skills, it takes care of both its employees and customers.





Strategies

- Offer Feedback
 - The manager, through this motivational strategy, always gives an opinion after the task is finished. A bonus or a small party can be offered for this purpose. This encourages employees to work more efficiently in the next task they will have to perform.
 - Celebrate Successes
 - This motivational strategy plays an important role in achieving success, we must recognize and celebrate the achievements of others to achieve success.
 - Help Them Understand Their Contribution
 - Given the fact that people find it difficult to connect to what they do and the overall goals or mission of the organization, the manager's task is to help them understand what contributes to the overall success of the organization and the results it achieves.
 - Keep Informed
 - A rule would be for the manager to spend as much time as possible working with people, listening to their opinions and achieving success through his contributions to strategy and planning. It is easy to understand how important it is to keep people informed about progress and the next steps.
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○ Conclusion

- The Hilton brand, in the race with other hotel chains in the same category, successfully managed to experience an efficient activity that brought it the glory demonstrated by its high turnover, by the profit rates that increased significantly, increasing from year to year. Due to the facilities and material facilities offered, which reach high international standards, it offers the possibility of organizing a wide range of activities (meetings, conferences, product and company launches, weddings) within the hotel. There are also various loyalty programs (eg Hilton Honors) that offer opportunities to meet customers, thus aiming to retain old customers and attract new ones.





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