



Title: Personnel Resourcing and Development

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Assessment One Component

Introduction

The processes of human resource management also contribute to the success of both organisations in the hospitality industry, whereby the quality of services delivered, leadership, and employee performance have a direct influence on customer satisfaction and business performance. Competent and competent recruiting, orientation, and lifelong learning would allow organisations to recruit and retain top talent that contributes to organisational objectives (Wang, 2025). As a global hospitality brand, Hilton Hotels and Resorts is a company that has exemplary service and operation standards, which it has achieved through effective leadership. The purpose of this portfolio will be to develop a job advertisement for one of the vacant positions, a Hotel Manager at Hilton; elaborate on the onboarding process of the newly hired manager, suggest professional development strategies; and provide a SWOT analysis of the onboarding and development process.

Element 1 – Job Advertisement

Job Advertisement: Hotel Manager – Hilton Hotels & Resorts

About Hilton Hotels & Resorts

Hilton Hotels and Resorts forms one of the most global hospitality brands operating in over 100 countries and territories in the world. The company has been well known for providing guests with superlative experiences, and its level of service quality in all its properties is of high quality. Hilton is highly dedicated to service excellence, Innovation and employee development. The organisation puts a lot of commitment in terms of leadership investment and offers employees growth opportunities in a positive and inclusive workplace (Walker, 2021). Hilton has remained at the forefront of establishing industry standards, as well as triggering rewarding career opportunities amidst its high standards of global presence and emphasis on hospitality leadership (Khalil et al., 2024).

Job Title and Overview

Job Title: Hotel Manager

Hilton Hotels and Resorts needs a very competent and enthusiastic candidate who would like to join the organisation as a Hotel Manager. This position is mainly aimed at the overall management and day-to-day running of the hotel, as well as to maintain the highest level of service provision and efficiency of operations run within the hotel. The Hotel Manager will be a prominent leader in terms of directing departmental teams, operational excellence, and will make sure that guests get the best hospitality experiences (Harif et al., 2022). The successful candidate will also help in the attainment of organisational objectives through effective management of the hotel departments and the maintenance of business objectives, customer satisfaction, and service standards.

Key Responsibilities

A hotel manager will control and coordinate the daily hotel operations under the supervision of the Hotel Manager, who will ensure that all individual departments are efficient and functional according to the Hilton service standards. This involves directing and nurturing employee performance in ensuring the highest performance and collaboration rates in geographically dispersed departments like the front office, housekeeping, food and beverage, and maintenance (Tajeddini & Trueman, 2012). Another aspect of the role includes ensuring high levels of satisfaction of the guests through responding to their feedback and complaints, and ensuring that the quality of the services does not diminish. Also, the Hotel Manager will control financial performance through management of budgets, reviewing their performance in terms of revenue generation and management of strategies that enhance profitability and occupancy rates (Nazarian et al., 2022). The position is also pegged to ensure that it complies with health, safety and company regulations and is constantly on the lookout to extract the most from operational performance and satisfaction of the guests.

Required Skills and Qualifications

The successful candidate to be hired as the Hotel Manager must have the necessary academic qualifications, work experience and leadership skills needed to be able to run the hotel efficiently. The applicants should have a bachelor's degree in Hospitality Management, Business Administration or a related course (Steinbock, 2023). The applicants must also possess at least five years of management experience working in a hotel or a top-level position in the hospitality industry.

The person to be hired must have good skills in leadership and management of staff to direct employees and provide a smooth operation of the hotel. The skills of communication should be excellent when dealing with staff, guests, and senior management. The candidate must also be operationally competent to organise departments which include front office, housekeeping, food and beverage (Zaman et al., 2025).

Benefits and Opportunities

Hilton Hotels and Resorts has a good employment package that focuses on professional as well as personal development. They also enjoy a good competitive salary as well as career growth in an organisation that is well known all over the world in the hospitality industry. Hilton has an excellent reputation for investing in the growth of employees by providing them with leadership training programmes, ongoing learning opportunities and providing them with professional development opportunities (Rahman et al., 2019). Moreover, the organisation offers global career mobility, which enables staff to venture in prospects in the Hilton properties throughout the globe. Hilton is also a wonderful place where hospitality workers should work long-term to become leaders in the company and gain more career development because of the positive and inclusive workplace culture that values teamwork, innovation, and employee welfare (Giousmpasoglou and Marinakou, 2024).

Element 2 – Onboarding, Development and SWOT Analysis

Onboarding Process for the New Hotel Manager

Onboarding is a structured process to be undertaken because a new Hotel Manager must be assimilated successfully into Hilton Hotels and Resorts and made aware of the standards of operation and the leadership expectations of the organisation. Good onboarding eases the adaptation of employees to their position within the organisation, enhances interaction, and long-term organisational performance.

Pre-Arrival Preparation

Onboarding starts before the manager moves into his first working day. In this phase, the Human Resources department also designs employment paperwork like contracts, company policies and role expectations (Pertusa-Ortega et al., 2015). The new manager has been welcomed with an email telling him about the mission of Hilton, the values, and the workplace culture. Access to the internal system and vital information is also offered (Harif et al., 2022).

First Day Welcome

The Human Resources department and top management welcome the new Hotel Manager on the first day. This interview presents the leadership of the organisation and its main expectations. The manager will be presented to the heads of departments and team members in order to start the formation of working relationships.

Training and Orientation

The manager is then involved in orientation programmes on the service standards, hotel management systems, health and safety procedures and operational policy of Hilton to make sure they know the service and compliance requirements (Costa & Costa, 2022).

Integration and Performance Check-ins

The role of the manager involves getting used to day-to-day operations, attending management meetings and being guided by the senior managers over the next few months. Frequent tests of progress following 30, 60, and 90 days can be done to assess progress and facilitate effective role incorporation.

Professional Development Strategies

Professional development will be relevant in making sure that hotel managers further enhance their abilities in leadership and operations. Hilton Hotels and Resorts invests in the development of employees, as there are a number of work programmes that promote lifelong learning and professional enhancement (Khalil et al., 2024).

Leadership Development Programs

Hilton is committed to leadership development programmes, which are meant to develop management capacity. Such programmes assist managers in developing strategic thinking, decision-making and leadership components that may be needed to operate the hotels.

Continuous Training and Skill Development

Hilton encourages the process of continuous learning, through training, like hospitality management training, customer service training and financial management training (Chen & Lin, 2024). The programmes allow managers to keep abreast of the trends in the industry and high standards of service provision.

Mentorship and Coaching

New managers are assigned mentorship scheme programmes where they are matched with experienced leaders to receive guidance and feedback (Wang, 2025). This assistance assists the managers, who gain confidence and enhance their leadership skills.

Career Progression Opportunities

Another career development programme that Hilton undertakes is providing transparent promotion avenues. Managers have an opportunity of advancing to senior positions like General Manager or regional leadership in the organisation.

SWOT Analysis of Hilton's Onboarding and Development Process

Strengths

Hilton has a good international brand and is appealing to qualified hospitality industry professionals around the world. The firm has been known to invest in staff training and corporate leadership programmes. Organised induction means that the managers know about the operational practices and standards of services Hilton offers, and it allows providing a consistent level of service.

Weaknesses

Major organisations have to spend a lot of time and costs on onboarding and training programmes. Moreover, new managers might face the problem of inability to adapt to the complex Hilton operational systems and international processes at the beginning (Boussard, 2021).

Opportunities

More onboarding development that Hilton can create is the use of online learning systems and digital training platforms. The diversification of leadership development programmes would also be an opportunity to train future senior leaders in the organisation.

Threats

The hospitality sector is an extremely competitive one, and its Big Five include Marriott International and Hyatt. Employee satisfaction and turnover rates might also be high, and the demands of clients can be shifted, which will lead to gaps that would demand constant training and improvement of staff.

Conclusion

Conclusively, human resource practises are critical to organisational success in the hospitality industry. An excellent job ad is one that can bring qualified candidates to a company, and the onboarding and development structure is a way of assisting employees in performing and developing. Collectively, these practises help Hilton Hotels & Resorts to offer high standards of service and a competitive advantage in the long run.

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