



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

BMSW4001

Gkiorki Balampanis (2124710)
Academic and employability skills(ACE)
Lecturer: Sylvia Hoffmann
CertHE T1G2





INTRODUCTION: GENERAL MANAGER(GM)

Also known as managing directors or chief operating officers, general managers are tasked with overseeing daily business activities, improving overall business functions, creating policies, and communicating business goals.

“ Creating unique experiences has always been a core value of the hotel industry.” Landman (2022).

GENERAL MANAGER: DUTIES AND RESPONSIBILITIES

General Manager's duties vary across industries and organisations.
General Manager main duties and responsibilities are:

- Develop strategic plans for optimized productivity
- Review and improve organizational effectiveness by developing processes, overseeing employees, establishing a highly motivated work environment, and creating innovative approaches for improvement
- Uphold standards of excellence and soaring quality
- Seek out opportunities for expansion and growth by developing new business relationships
- Provide guidance and feedback to help others strengthen specific knowledge/skill areas

'Nothing is going to replace the need for satisfying people and turning them into loyal customers.'" (McCleary2022,p23)





COMMUNICATION SKILLS



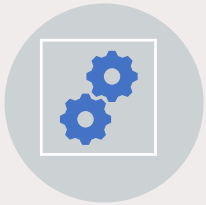
LEADERSHIP SKILLS



ORGANIZATION



STRATEGIC PLANNING



TECHNICAL SKILLS



IDENTIFY AREAS FOR
IMPROVEMENT



PRACTICE YOUR SKILLS
REGULARLY
CONSIDER
MANAGEMENT TRAINING

The study of hotel management embraces all (or most) of the basic knowledge for an operational career in the many diverse businesses that make up a fascinating industry(Wood,2013.)

"ONE OF THE IMPORTANT SKILLS INVOLVED IN BECOMING AN EFFECTIVE LEARNER IS THE ABILITY TO STEP BACK AND EXAMINE YOUR PROGRESS AND USE OF TIME". (MAYON, 1990, P.1)

LEADERSHIP QUALITIES



METICULOUS ATTENTION TO DETAIL.



WILLINGNESS TO LEARN



SUMMARY

O'Gorman (2010) quoted in Derrida, (2000b) describes "hospitality as a inviting and welcoming the 'stranger'. This takes place on different levels: the personal level where the 'stranger' is welcomed into the home; and the level of the individual countries".





THANK YOU

Presenter Name: Gkiokri Balampanis(2124710)

Email Address: 2124710@student.uwtsd.ac.uk

(Q&A)

REFERENCES

Wood, R.(2013) " Where Are We Going? The Nature Of Hospitality Management". London: SAGE Publications

McCleary,K.(2022) "Customer Service Is Still key" Hospitality and Marketing Issues: 2020 and Beyond,1(21).pp 21-23.Available at : <https://web-p-ebSCOhost-com.ezproxy.uwtsd.ac.uk/ehost/pdfviewer/pdfviewer?vid=3&sid=abd54c4f-912a-420e-adb4-bbd2c5f96d6a%40redis> (Accessed: 03/04/2022).

Landman, P.(2022) " Top Hotel Trends of 2022 and Beyond. Available at: <https://www.xotels.com/en/hotel-management/hotel-trends>(Accessed:02/04/2022).

Mayon, B.(1990) " Study skills for Managers", Study Schedules and Time Management. Study skills for Managers. London: Paul Chapman.

O'Gorman, K.(2010) " The Origins of Hospitality and Tourism". 1st ed. Oxford: Goodfellow Publishers, Limited