

MANAGING PEOPLE



By Margarita Mandulova

Student ID 2119899

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Lecturer Dr. Mushfiqur



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

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Aim and Objectives

To attract, recruit, train and retain top talent

The aim is to find and hire individuals with the **necessary skills, experience and potential** who will add value to the organisation

Objectives:

- Building a diverse and inclusive workforce
- Increasing retention rates
- Reducing employee turnover
- Enhancing the employers brand
- Supporting business growth



Concept

- The goal of talent management is to create a competitive advantage by ensuring that the right people are in the right roles at the right time.
- The talent management process includes several key components, such as recruitment, onboarding, performance management, learning and development, succession planning, and career development.
- Talent management involves a shift from a traditional HR focus on compliance and administration to a more strategic approach that aligns talent with business goals.
- Talent management is an ongoing process that requires regular monitoring and adjustment to ensure that it remains aligned with the evolving needs of the organization.





- Started as a root beer stand in 1927
- First hotel opened in 1957
- №1 Leader in Hospitality Worldwide
- 7,500+ Hotel properties
- 30 top Hotel brands
- Present in 132 countries
- Over 121 000 employees

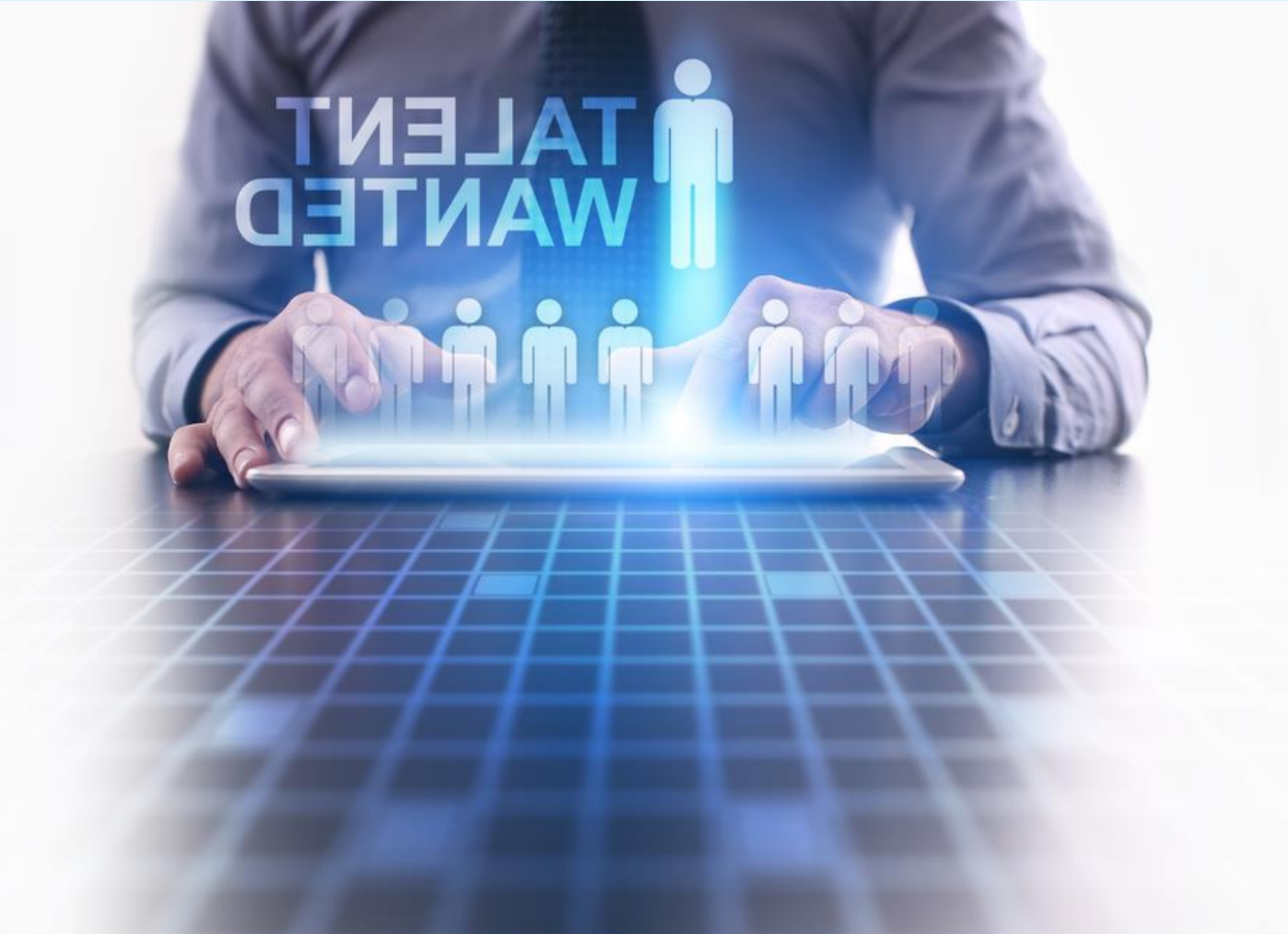
Types of talent acquisition



- Talent acquisition refers to the process of attracting, identifying, and hiring skilled individuals to meet the needs of an organization. It can be divided into two main categories: short-term and long-term talent acquisition.
- Both short-term and long-term talent acquisition are important for the success of an organization.

SHORT TERM TALENT ACQUISITION

- *Short-term talent acquisition can be used to fill in gaps in staffing, support a project or initiative, or manage fluctuations in business demand.*



- Hospitality business often rely on short-term hires to meet the increased demand for services during peak season.
- Such roles are:
 - Front desk
 - Housekeeping
 - Porters
 - Bar and restaurant staff
 - Event manager

Long term talent acquisition

This method helps ensure that the organization has the talent and skills it needs to achieve its long-term goals and remain competitive in the marketplace



- General manager
- Operational manager
- Marketing and sales manager
- HR manager
- Chief financial officer
- Front desk manager
- Executive chef
- Food and beverage manager
- Housekeeping manager



Retaining talents

In the hospitality business is common practice to retrain and retain existing employees. Many starts at the lowest level and climb to higher position through additional training.



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Types of incentive methods

There are several types of incentive methods that companies can use to motivate employees and increase their productivity.



- Monetary
- Non- monetary
- Performance based
- Behavior based
- Achievement based
- Recognition incentives

Monetary Incentives

Monetary incentives are common in the hotel industry, as they can be an effective way to motivate employees to work harder and improve their performance.

- Performance based
- Commission based
- Signing in bonuses
- Referral based
- Profit sharing programs



Non - Monetary incentives

Non-monetary incentives can be just as effective as monetary incentives in motivating and engaging hotel industry employees, and can help create a positive and productive workplace culture



Travel Perks & Benefits

We encourage you to explore the world around you, so we offer generous hotel and food discounts at thousands of our global properties. What a way to travel! We look after our associates, which is why we also have a comprehensive and competitive benefits program.



Recognition & Rewards

Marriott recognizes success and commitment. We honor and encourage leadership and exceptional service. We also give bonuses for successful referrals and we reward long service. We believe hard work should be acknowledged.



Growth Opportunities

Marriott believes in a career that flourishes with you. We also believe that wider experiences often provide a more enriching experience. We offer professional development, mentoring and training to help you get to where you want to go.

- Free training programs
- Opportunity to travel and work in different locations

- Hotel stay discounts
- Free food and beverage during work
- 28 days paid holiday
- Discounts at the Marriott retail stores

AWARD

DiversityInc Top 50 (#1)

Highest Ranked
Hospitality Company
in History

AWARD

World's Most
Reputable
Companies for
Corporate
Responsibility

The Reputation
Institute

AWARD

Best Employers
in the World

Forbes

AWARD

100 Best
Workplaces for
Women

FORTUNE®

Conclusion



- Marriott's people management strategy:
- Prioritizes employee training and development programs
- Emphasizes leadership development and continuous learning
- Invests in building a highly skilled and motivated workforce
- Fosters an inclusive workplace culture that values diversity
- Implements initiatives such as unconscious bias training and employee resource groups
- Recognizes the benefits of a diverse workforce for innovation and growth
- Attracts and retains top talent to deliver exceptional customer service
- Drives sustainable growth and success in the global hospitality industry.



**Thank You for
watching**

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