



Module Title: Personnel Resourcing and Development

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Assessment One Component

Job Advertisement for Hotel Manager at Hilton Hotels & Resorts

Hilton Hotels and Resorts is a well-known brand recognised internationally, with a focus on commitments to guest satisfaction and luxury hospitality. We are also seeking a highly qualified and ambitious Hotel Manager to lead our team and ensure operational excellence in one of our premier hotels. We are looking to hire someone who can work on a challenging, dynamic, rewarding problem.

Key Responsibilities:

Your job as a Hotel Manager will be to maintain the smooth flow of everyday operations, guarantee a flawless guest experience, and coordinate a group of department heads. You will also make sure that every service in the hotel is of high standards of Hilton and that a good and motivating atmosphere is encouraged (Alreahi et al., 2023). Major responsibilities are to take care of the relations with guests, financial budgets, revenue increase, and adherence to the company policies. You will also be involved in staff performance, training and culture of ongoing improvement, besides participating in the overall business development strategy of the hotel.

Requirements:

Ideally, the candidate must have a minimum of 5 years of experience in the hospitality sector in a hotel management position with not less than 2 years of experience in a top hotel management position. A Baccalaureate in Hospitality management, Business administration or another related branch is necessary (Tang, 2023). Powerful leadership, communication, and problem-solving skills are required, as well as a proven skill to coordinate the operations of the hotel and push the financial performance. The candidates must be in a position to enjoy working in a fast-paced environment and be able to adapt to a changing environment. Exposure to Hilton systems of managing properties and emphasis on the high quality of guest experience is an advantage (Nisar et al., 2022).

Benefits and Application Process:

Hilton has a competitive remuneration package, extensive health care, staff discounts within Hilton establishments and career development opportunities. Be part of a worldwide recognised brand dedicated to your career goals. In order to apply, send your resume and cover letter to the email address. We will be expecting to receive your response.

Onboarding Process for Hotel Manager at Hilton Hotels & Resorts

Step 1: Pre-boarding Activities:

Pre-first day, make sure to provide the candidate with key onboarding materials, including a welcome packet, job description, and a summary of the Hilton culture and values (Blayney et al., 2019). Give expectations and information concerning role-specific expectations and key performance indicators. Send the required onboarding documents to be filled, tax forms and benefits forms. Also, plan virtual or face-to-face introductions of the key stakeholders and members of the team to introduce the new employee to the leadership structure and working environment at the hotel.

Step 2: First Day Welcome & Orientation:

Begin with a welcome meeting, wherein HR or the department head will present the Hilton's brand, mission, vision and core values (Information Resources Management Association, 2019). This predetermines the experience of the employee in the company. Give a guided tour of the hotel, including key points which comprise the front desk, guest rooms, restaurant, and maintenance departments (Inkson and Minnaert, 2022). Make the workstation of the manager ready, including property management systems, email, and other useful tools. There is the introduction of the new employee to some of the important members of the staff who must know their roles and the way they relate to their work in the hotel.

Step 3: Role-Specific Training and Development:

Conduct all-inclusive training on the Hilton operational systems, such as Property Management Systems (PMS) and financial reporting programmes, which are vital in the day-to-day running of the hotel (Greasedou & Valachis, 2022). Give the recruit the shadowing experience with the department heads to get acquainted with the workflow in different departments, including guest services and maintenance. Besides, offer leadership development training based on the Hilton management standards and make the manager realise the expectations in managing the team, generating revenue, and contributing to the guest experience positively.

Step 4: Ongoing Support & Feedback:

Introduce the mentorship programme with a senior manager who could mentor the new hire and provide support and guidance (Ansari et al., 2023). Have an occasional visit with the HR or top management to make sure things are on track, answer any questions, and keep the manager is adapting properly to the position. Get the new hire to provide feedback on the onboarding process to determine how it can be improved. Feedback as well will constantly serve to make the manager feel supported and involved in the transition period.

Step 5: Full Integration into the Team & Role:

At the end of the 30 days, gauge the performance of the manager by analysing his/her performance with respect to the operations being run daily and the performance being met. Have a specific set of objectives that are measurable, like revenue targets, guest satisfaction levels, and operational efficiency indicators, to monitor their progress (Úbeda-García et al., 2017). Continued opportunities in professional development should be ensured to promote growth. Stimulate the manager to own the role and bring ideas on how to make the hotel operations better to ensure total integration into the team and a successful long-term performance in the job (McLeod et al., 2024).

Professional Development Strategies for Hotel Managers

Ongoing Learning and Training:

At Hilton, professional development includes constant learning. Hotel Managers are also encouraged to attend several training programmes within the company, which will help them advance their leadership and operational proficiencies. Hilton is known to have various leadership programmes, including the Hilton Leadership Development Programme, which provides managers with the tools that would enable them to excel in strategic decisions, team management and financial management. Furthermore, Hilton offers access to online-based learning and hospitality-related certifications, so the Hotel Manager can be aware of the best practices and industry trends (Calisto, 2015).

Managers are also urged to engage in cross-departmental projects, which enable them to work with different teams and have a wider knowledge of how a hotel operates. This will not only help them become better at technical skills but also enable them to work better with a variety of teams and be able to encourage cross-departmental collaboration (Costa et al., 2021). This strategy enhances their general leadership abilities and equips them with greater leadership positions in the organization (Tang, 2023).

Networking and Industry Exposure:

It is important to attend conferences, seminars, and networking events in the hospitality industry in order to keep abreast of trends and innovations in the industry. Hilton schedules its managers to attend such events actively and offer them a good experience with the market dynamics, customer expectations, and new technologies (Greasidou & Valachis, 2022). Establishing connections with colleagues within the hospitality sector also gives the managers a chance to exchange knowledge, including receiving new insights and best practises that can be implemented in Hilton.

Performance Reviews & Career Pathing:

Hilton is of the opinion that it should offer a well-defined career advancement route. The annual performance reviews are held to evaluate the growth of the Hotel Manager, his or her strengths, and weaknesses. Positive criticism assists the managers in establishing new professional objectives (McLeod et al., 2024). At Hilton, they have an open career ladder, and there is a possibility to advance to high ranks, like Regional Director or General Manager. Hilton supports managers to achieve such higher positions of leadership by offering specific training on the way.

SWOT Analysis for the Onboarding and Professional Development Process at Hilton Hotels & Resorts

Strengths:

The brand strength is the excellent hospitality that Hilton enjoys globally. The hotel chain supports new employees with a well-developed onboarding programme, well-defined expectations in the role, and extensive mentorship. Also, Hilton encourages long-term career success by ensuring that their staff have consistent professional growth via leadership training and career advancement (Costa et al., 2021).

Weaknesses:

The onboarding process of Hilton is traditional and structured, which may be resource-consuming because senior employees spend a lot of time mentoring new employees (Blayney et al., 2019). The high-scale functioning could also lead to inequalities in onboarding experiences among locations (Alreahi et al., 2023). Moreover, new employees could experience too much training and shadowing and have to delay before adapting and reaching their full efficiency.

Opportunities:

To better retain employees, Hilton should be more active in engaging them during the introduction stage and providing more customised career advancement opportunities to each manager. Further skill-building will be enhanced by increasing leadership development, such as advanced management credentials, cross-property training, etc. The internal talent development at Hilton can improve its image as an employer of choice.

Threats:

The hospitality sector is very competitive, and this presents a challenge to the Hilton recruitment efforts, whereby the best talent can be easily captured by other competing brands. The hotel could not be able to spend resources on continued professional development because of market fluctuations, including the economic downturn or decreased

tourism (Khan et al., 2021). Alterations in customer preferences might also influence operating requirements and trainee priorities.

Conclusion

Recruitment, onboarding and development strategy has been a critical success factor of a Hotel Manager in Hilton Hotels and Resorts. When properly planned, an onboarding programme, along with the ongoing professional development and frequent feedback, will help managers to be ready to lead teams, help guests be satisfied, and push a business to develop. The fact that Hilton invests in equipping its managers with the tools, training and support they require not only helps in retaining the employees but also enhances the reputation of the brand as the best in the hospitality industry. This holistic strategy is useful in keeping Hilton as one of the best companies in terms of customer service and efficiency in its operations.

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