Employee Turnover

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**Hospitality Industry and Its Main Categories of Employees**

Whenever you go to the restaurant, stay in a hotel or travel on a plane it means that you have experienced the hospitality industry. Hospitality industry means giving service to the customer. This industry's motive is to provide its customer's satisfaction and give them a specific pleasure. This industry lies in extra income and free time of its customers. (Robbins, 2006)

**Luxury hotels**

I chose the luxury hotel as my choice. In luxury hotels hospitality industry is very important. Almost entire business depends on the hospitality industry. By entering a hotel to leaving the hotel customer's satisfaction is entirely relies on the hospitality of the employees in the hotel. Luxury hotels are becoming the new trend in the business. These hotels provide its customers the high-class service and experience as they have never seen received anywhere in the world.

**The main category of Employees**

Concierge

Is when an employee deals with its customer directly. An employee has to complete the request the customer ask for or a concierge anticipate the need of the customer. They might have to provide any service they ask for from arranging a babysitter to getting tickets for the show.

This is a job in which an employee has to be a problem solver with high customer service skills.

Here are some jobs of concierge

• Casino Host

• Cruise ship attendant

• Front desk associate

• Front desk supervisor

• Hotel clerk

• Hotel receptionist

Event Planner

Many hotels give the service of conference rooms or event spaces. Many rent those places for their events or office works. To ensure those events goes smoothly hotel managements hire the event planners.

Here are some jobs of event planner

• Events manager

• Executive conference manager

• Executive meeting manager

• Special event managers

• Wedding coordinator

• Meeting and convention planner

Executive chef

This is the tough job in the hospitality industry. The chef has to plan, cook and manage the food in the hotels, restaurants, casinos and other food venues. A cook starts typically from the beginning and makes his way to become an executive chef. (Griffin, 2002)

Here are some jobs in executive chef:

• Café manager

• Catering manager

• Chef

• Cook

• Pastry chef

• Restaurant manager

Hotel general manager

A hotel general manager makes sure to interact with its customers, handle the staff, handling the finances of the property and many more. The professions require a proper degree from the college. A manager must have these skills for the job business skills, management skills, and interpersonal skills.

Here are some jobs of a hotel general manager:

• Back office assistant

• Catering sales manager

• Director of hotel sales

• Director of marketing and sales

• Hotel manager

• Shift manager

Housekeepers

A housekeeper keeps the environment clean in the hotels. Their jobs required stamina because the housekeepers might have to lift heavy loads or may stand for the whole. They clean the rooms of the hotels, public areas of the hotel, private sector of the hotel and do the laundry.

Here are some jobs of a housekeeper:

• Director of housekeeping

• Director of maintenance

• Director of operations

• Executive Housekeeper

• Maid

• Housekeeper

Porter

Their role includes carrying and moving the baggage of the customers from one place to another. They also require the stamina because they might have to lift heavy stuff. They even knew to be valets who receive cars of the customers.

Here are some jobs of a hotel porter:

• Bellman

• Bell shop

• Driver

• Valet attendant

• Baggage porter

• Valet attendant

Waiter/waitress

They work in hotels in the food establishment side. No formal education is required for this job. They deal with customers directly. They serve them foods, beverages, take their orders and take payments from them.

Here some jobs of a waiter/waitress:

• Back waiter

• Barista

• Bartender

• Food runner

• Host

• Hostess

**Primary reasons for an employee turnover**

1. The job is a bad fit

Jobs in the luxury hotels concerning the hospitality industry need very sharp skills. A person has to be active with a great personality. Most people lack these qualities. In some job descriptions, proper diploma or degree is not required which is why many untrained people are hired.

2. They can make more somewhere else

Competition in luxury hotels concerning the hospitality industry is very high. Every business is in the race to make their services better. For that, they require top skill people the result they are always hiring people with experiences with better pay and benefits. Also, the demand in hospitality industry is increasing and they require more people and more people.

3. They don't like their boss or supervisor

In many businesses managers or supervisors are very pushy and bossy especially when it comes to a luxury hotel business. Sometimes management is very strict with their employees. Sometimes the boss or supervisors also misbehave with the employee. In result, people leave their jobs.

**Method to address each of the three (3) primary reasons that turnover is so high in this industry.**

1. A manager must keep in mind every situation when hiring an employee. A manager must train the employee for better performance. A manager must observe the personality of the candidate before engaging them.

2. They must see the pay rates of their competition. They give more benefits to their people. They must build a relationship with their employee to earn their loyalty.

3. Management must keep its employees happy. Management must observe if their employees are delighted under their supervision. A manager must act as a leader, not as a boss.

**One method to improve jobs in this industry**

One approach to enhance the luxury hotel's roles is to make their human resource department better. Human resource department is the key to successful business in any industry. Human resource department can work very effectively on its employees. They can identify those facts where employees are unsatisfied with the hotel. With the up gradation of human resource department management methods can be improved. In this way, the job satisfaction of employees with better management will also grow.

References

Griffin, R. W., Morehead, G. (2007)., Organizational Behavior. [www.cengage.com](file:///C:\Users\candie\Desktop\www.cengage.com)

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