*“****Take care of associates and they will take care of the customers”***

1. Listen to Your Staff

One of the indications that you’re doing a good job as a hotel general manager is if your staff feel that they are truly part of your hotel. One of the faults of many hotel managers or anyone holding a managerial position for that matter is the tendency to be dismissive of their staff. Listen to them because they offer insights on how you can run the property better.

2. Share Your Knowledge

Teaching is part of your job as a hotel general manager. Sharing what you know to your staff will not only foster a sense of empowerment in your hotel. It would actually make your job easier because you’re equipping them with knowledge and skills they can use to perform their job without constant assistance from you.

3. Collaborate

More heads are better than one, right? Having regular collaboration sessions with your hotel staff can give you a well of ideas on how you can improve your hotel and even how you can generate more bookings and increase customer satisfaction.

4. Dedicate 30 Minutes A Day Reading Industry News

You should always be in the know when it comes to recent trends and news that might affect your hotel. We know you’re busy but set aside even just 30 minutes per day to read about industry news and trends. Set up a Feedly account or other RSS software online so everything you need to know are compiled in one place.

My Favorite Industry Sites: HotelMarketing.com HotelNewsNow.com EHotelier.com plus LinkedIn

5. Don’t Be Afraid to Ask for Help

Being a hotel manager is one of the most stressful jobs in the world and one reason for this is that most managers are ashamed to ask for help. Even though you’re expected to be able to handle everything that comes your way, everyone has a limit. When you reach this limit, don’t be afraid to tap into your staff and ask for help.

6. Don’t Pretend That You Know Everything

When someone from your team ask you something and you don’t know the answer, don’t be embarrassed to admit it. Just say that you don’t know the answer and that you’ll get back to him or her once you know.

7. Motivate People

You are your hotel staff’s biggest cheerleader. Egg them on when they are exhausted and make them realize that they are part of something bigger than themselves and that they are essential in achieving a worthy cause. Great Things Happen to Positive People

8. Welcome Criticisms

Nobody’s perfect, even a hotel manager like you make mistakes – whether you’re conscious about it or not. Instead of being defensive, take criticisms as stepping stones to get better at your job.

9. Get to Know Your Hotel Staff in a More Personal Level

Of course, you still have to maintain a certain level of “distance” between you and your hotel staff, but you also have to make sure that you are interested to get to know them personally. Studies would show that businesses who treat their employees as family have higher productivity and better workplace morale.

10. Give Credit Where Credit is Due

There are some hotel managers who take all the credit for the hotel’s success. Hotel employees hate credit mongers, especially if it’s the manager doing it. Give credit where credit is due and acknowledge the hard work of your hotel staff. Read: Why Incentivize Employees?

11. Don’t Micromanage

No one likes their manager breathing down their neck every single time. Give directions to your staff, but never ever micromanage.

12. Always Have the Interest of the Hotel In Mind

Every employee in your hotel will have his or her own interest and it would drive you insane if you’ll try to accommodate every single agenda. To remain impartial, always remember that your first responsibility is to protect the interest of the hotel you work for.

13. Project A Service Oriented Attitude

At the end of the day, the hospitality industry is all about delivering exceptional service to travelers. Your management style should also mirror the same principle.

14. Never Be Afraid of Change

The hospitality industry is evolving every day. In your hotel, this might be a change in policies, staff attrition or a new technology. Don’t be scare of change. Embrace it. If your employees see that you are adopting to change rather than resisting it, they would follow suit.

15. Be A Great Communicator

Your staff needs to know where you want to stir your hotel to. You have to be clear on your vision so you can encourage everyone to work toward the same goal. Imagine a rowing team. Do you think a team can win a race if the one giving the paddling instructions isn’t a good communicator? Not really. Be clear and be persuasive.

Knowing that you're making a difference in other people's lives is partly why we chose the hospitality industry. The way you interact with your staff, guests and surrounds will most likely contribute to your attributions of being great or awesome!