

The Rooms Division plays an important role in the working process of a hotel. This is the first department-point of contact that hotel staff have with guests, guests, and it contributes significantly to the profit and whole-revenue of the hotel. This essay will focus on the position of Mary O'Flaherty, Rooms Division Manager in the case study of the Ramsden Hotel. It will point out the essential qualities of a modern Executive Rooms Manager, as compared and contrasted to Mary. It also will analyzesanalyse her effectiveness as a manager and explain the crucial factor-role of her department to the overall success of the Ramsden.

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First of all, Mary is the Rooms Division Manager and her competencies and skills have are both similar to and different from the necessary skills for those required of an effective Rooms Division Manager. According to Rutherford (2007, Pp. 176), the Rooms Department is a combination of front desk and housekeeping. Hence, the essential skills for-required of the Rooms Division Manager must be the-a combination of those required of both-the managers from both these areas-above. Communication is one of the most important elements-skills for a manager in every function and department. However, Mary does not appear to possessdisplay well this competency. Based on the Personal Note, (Ramsden CD, 2007) Mary does not discuss with to the photographer to-the issue of making a deal in-with the valet at the door, (Ramsden CD, 2007). She just simply passed to Kate Chan but not to change. As a manager, Mary should have had a discussion with the staff and relevant others to reach an get the agreement-in working. Moreover, Mary thinks-believes the Executive Housekeeper is frosty and terribly defensive. It looks-likeappears that she does not know how to communicate effectively with her staff. Another important thing-role that a manager must consider-play is to follow upis follow-up the plans when it-isthey are being carried out being-at the process. However, Mary cannot balance her own life and work inresponsibilities. When the photo shoots is beingtaking place, she does not attend and this has significantcause a chain-of consequences.

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Comment [EE1]: This doesn't make sense, you need to provide more detail here and explain this further.

Comment [EE2]: This sentence contains grammatical errors but it is not possible to correct it because it is unclear what you are trying to say. It appears you have left some information out here? Please review this sentence.

Comment [EE3]: An agreement about what? You need more information here. Please be more specific.

Comment [EE4]: Is this a direct quotation? If so, use punctuation marks.

The next aspect in the list of necessary characteristicspoint in specific highlights for that a Rooms Division Manager must possess is training. Albona (Jan-2008) stated that

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“training of staff in the workplace is vital” and it should be ~~put at the central plan~~ in developing the operation of ~~an~~ organization. ~~She Mary has is~~ willingness ~~in to undergo~~ training. Mary goes through others’ ideas to make a training ~~plan~~. She works ~~under with a~~ ~~great deal of high~~ responsibility and always tries to think ~~about of~~ the best way to improve ~~the~~ quality of service. Clearly, Mary O’Flaherty has the similarities and differences as well in her role with a modern Executive Rooms ~~M~~manager.

Comment [EE6]: What do you mean by this? Please provide more detail and information to improve your argument.

Comment [EE7]: I see that you are trying to summarise a point that you have just made, but I’m not confident that you have made this point well enough. It is not clear enough what you are trying to say.

Next, the Rooms Division ~~M~~manager has negative and positive effects on the Ramsden. When she presents the latest figures on guest satisfaction with room cleanliness, there is a drop from 92% ~~per cent~~ to 89% ~~per cent~~. ~~This demonstrates a%.~~ ~~It can prove the~~ decline of service quality in ~~the~~ Rooms Division ~~D~~epartment. In addition, although Mary aims to improve ~~the skills of the the~~ staff ~~by through~~ training, she cannot ~~give out~~ create an appropriate plan to fix the current problems of ~~the~~ Ramsden. She ~~just gets~~ receives ~~the~~ feedback ~~of from~~ the ~~survey~~ and confuses ~~with her staff with messy unclear~~ ideas. ~~On the other hand~~ Conversely, Mary always finds the best way to cut down costs. She recognizes the importance of controlling costs and refuses ~~the to changing~~ change ~~the of~~ brands ~~of~~ products. She is able to ~~attend the~~ meetings, sharing information with others and helps the front office staff ~~in during~~ the busy ~~check-out period of check out~~. Mary seems to be successful in “friendly service face to ~~face~~” when ~~getting working to~~ ensure ~~the~~ guest satisfaction. In general, as a Rooms Division ~~m~~Manager, Mary ~~displays~~ ~~both sides of~~ has effects ~~which that~~ are ~~both~~ negative and positive ~~in the benefit for on the~~ Ramsden.

Comment [EE8]: You haven’t provided any details on a survey. When you say ‘the survey’ it implies it is clear to the reader what survey you are talking about. You need to provide more detail and information here.

Comment [EE9]: You need to explain what you want to say in another way. Do you mean she confuses her staff with unclear ideas?

Comment [EE10]: Where is this quotation from? Please insert a reference.

Finally, there are crucial elements that Mary contributes to the overall success of the Ramsden. Rutherford (2007, ~~Pp.~~ 168) pointed out that controlling costs was one of the four major areas of responsibility for a Rooms Division ~~M~~manager. It affects the revenue directly and indicates the effectiveness of the operation. ~~Very e~~Clearly, Mary always ~~pays~~ attention ~~in focuses on~~ cutting ~~down~~ costs. Moreover, she ~~combines works~~ with the Marketing ~~d~~Department to develop the marketing strategy through the Face ~~Campaign~~ to build the prestige of ~~the~~ Ramsden. ~~Likewise~~ Further, guest satisfaction shows the success of the organization. Hence, Mary aims to improve the quality ~~of~~ service ~~and lead to~~

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Comment [EE11]: You might wish to explain what this is.

~~the~~ by providing further training to staff. Training staff is her main ~~aim~~ method to ~~get~~ achieve ~~the~~ her goals in ~~the~~ long-term ~~run~~. With all the competencies that she has, Mary ~~works~~ tries ~~by~~ her best to achieve ~~the~~ success for the Ramsden.

~~In conclusion,~~ The Rooms ~~d~~Department is very important in the promotion plans of hotel. It affects the overall profit and ~~needs~~ requires an appropriate strategy for the successful operation of the hotel. Therefore, the ~~m~~anager must have the necessary skills to ~~adapt~~ overcome the current problems ~~of in the~~ hotel and be flexible in problem solving. In terms of the required role of ~~As a role of~~ a Rooms Division Manager, Mary does not demonstrate that she possesses all the necessary skills ~~displays well not for all aspects~~. However, in some cases, her main practices ~~in some cases can be called one~~ are responsible for the aspects of the Ramsden that are the most ~~of the~~ successful ~~parts of~~ whole Ramsden.

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References

Rutherford, 2007, *Hotel Management and Operations*, 4th edition, John Wiley and Sons, Inc., Hoboken, New Jersey.

O'Flaherty, Mary, 2008, 'Personal Notes' — Mary O'Faherty, 2008, CD Ramsden, Le Cordon Bleu, Adelaide.

Albino, M., 5th January 2008, 'How Important is Staff Training?' Retrieved on 9th September 2008 at <http://monado2.blogspot.com/2008/01/how-important-is-staff-training.html>

Comment [EE12]: You need to put these references in alphabetical order by surname.

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Comment [EE13]: You need to include the first name or initial here after the surname.

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Comment [EE14]: In your in-text references in your essay you wrote 'Ramsden CD'. Which one is correct?

Comment [EE15]: Since you have written this essay in 2009, is this date correct? Or did you mean to type 2009?