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, 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 CD Hotel. It will point out the essential qualities of a modern Executive Rooms Manager, as compared and contrasted to Mary. It will analyse her effectiveness as a manager and explain the crucial factor role of her department to the overall success of the Ramsden.

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 the Rooms Division Manager must be 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 possess this competency. Based on the Personal Note, (Ramsden CD, 2007) Mary does not discuss the issue of making a deal 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 agreement in working. Moreover, Mary thinks the Executive Housekeeper is frosty and terribly defensive. It looks like appears that she does not know how to communicate effectively with her staff. Another important thing that a manager must consider is to follow up the plans when they are being carried out being at the process. However, Mary cannot balance her own life and work responsibilities. When the photo shoots is taking place, she does not attend and this has significant cause a chain of consequences.

The next aspect in the list of necessary characteristics point in specific highlights for that a Rooms Division Manager must possess is training. Albona (Jan. 2008) stated that...
"training of staff in the workplace is vital," and it should be put at the central plan in developing the operation of an organization. Mary has 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 Manager.

Next, the Rooms Division 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 decline of service quality in the Rooms Division Department. In addition, although Mary aims to improve the skills of the staff by through training, she cannot give out an appropriate plan to fix the current problems of the Ramsden. She just receives the feedback of from the survey and confuses with her staff with very 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 to changing the of brands of products. She is able to attend the meetings, sharing information with others and helps the front office staff in the busy check-out period. 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 Manager, Mary displays both sides of effects which are both negative and positive in the benefit for on the Ramsden.

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 Manager. It affects the revenue directly and indicates the effectiveness of the operation. Clearly, Mary always pays attention in focuses on cutting down costs. Moreover, she combines works with the Marketing 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
theby 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 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 manager 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 are
responsible for the aspects of the Ramsden that are the most of the successful parts of
whole Ramsden.
References


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

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

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 is 2009, is this date correct? Or did you mean to type 2009?