

Competencies and Qualifications of Management and Staff in Hospitality

By Anastasia Matviyenko

LAP Lambert Academic Publishing Jul 2017, 2017. Taschenbuch. Condition: Neu. Neuware - The main aim of this research is to analyze the most required and significant competencies and qualifications for both managers and assistance staff in Food & Beverage department in two five star hotels: Art Nouveau Palace Hotel, Prague, Czech Republic and Swisshotel Sochi Kamelia, Sochi, Russian Federation and to suggest possible recommendations for the improvement of the work in these hotels. This research is considered to be extremely relevant because the development of hotel and tourism industries creates an increasing number of work places, thus, there is a need of providing high-quality service and understanding of the whole industry in a deeper perspective. Moreover, results and recommendations can be used in work of managers in Food and Beverage departments in hotels as well as in independent restaurants. Management and staff competencies and qualifications are very useful for any hospitality establishment, with its help managers could know more about their employees, as well as to help employees to open up and learn more from professional point of view. It is also a way to help employees to become real professionals at the particular sphere of their work. 88 pp....



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