Name

Leadership with Style Organizer (Key)

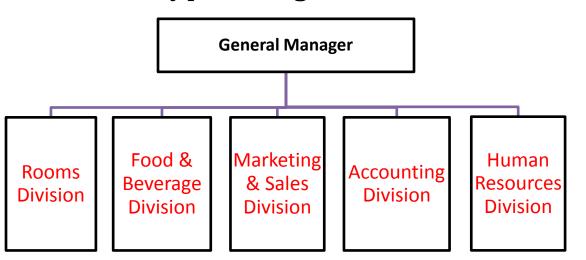
To make customers feel welcome by the staff as well as the facility itself.

To produce product and services that meet the customers needs and wants, when they want them.

To protect customers from being harmed while they are with you.

To sell the hotel's products and services in a profitable and legal manner.

Typical Organization



Management Daily Tasks

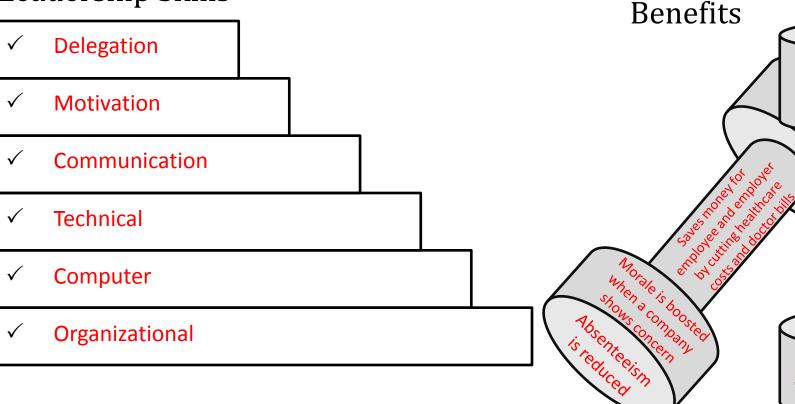
- ✓ Set goals
- ✓ Customer satisfaction
- ✓ Control Costs
 - set budgets
 - monitor purchasing, receiving, & inventory
 - cut costs
- ✓ Keep records
- ✓ Human resources
 - hire and train
 - supervise
 - plan shifts
 - evaluating
- ✓ Maintain facility
- ✓ Sanitation & safety

✓ Marketing the business

Leadership with Style

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Leadership Skills



Management Styles

Autocratic - a manager will not seek input from employees and the manager makes all decisions independently	Democratic - everyone has a say - manager is a good communicator and team leader - builds respect, loyalty, and trust
Bureaucratic - a manager will seek input from employees before making the final decision by themselves	Laissez-faire - a French term meaning <i>let it be</i> or <i>hands-off</i> - appropriate when the employees are very experienced

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Health and Wellness

Employees are happier when they

are healthier

Program can improve the ompany imag

People work better and faster when they are healthy