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Management Meets Hospitality

The Management major is known as one of the broadest and closest to undecided majors available in most universities. In other words, it's infamous for being the safe way out of a university since it prepares students with the necessary knowledge to complete most business tasks. Due to its wide-ranging nature, career choices span through almost every industry. This has caused a misconception among students believing that because of the number of jobs available, one is bound to fall on their laps. As graduation creeps, students (specifically with no background experience) realize the inherent fault in their major of choice. Personal experience has exposed me to the vast job opportunities available in the hospitality industry. To aid their chance in attaining a high-paying job post-graduation, this essay will focus on the sector of hospitality management, the multitude of career choices that pertain to this branch of management, and the actions that should be taken during their studies that lead to success. This will be showcased through the experience of current students, peer-reviewed sources, and working adults.

College is known as a time to explore and learn within and outside of the curriculum set in school. For the most part, first-year students tend to remain within the boundaries of school as they're acclimating to the new environment, especially if away from home. Throughout this time, Management majors take basic classes that most if not all students will take regardless of their majors. These classes include Math, English/writing, Science, and art/music. Students with a growing interest in hospitality should gain experience by attaining beginner-level jobs at their local establishments. Starting positions at restaurants are server and host. The hotel's

entry-level positions are porter (bellman) and concierge. Bars/nightclubs are similar to restaurants yet they have the inclusion of bottle girls and bar-back as starting positions as well. These jobs are specifically mentioned rather than other entry-level positions due to their inherent social aspect and introduction to management/responsibility. Obtaining one of these jobs as a first year will be a head start for first year students; especially when considering the technological advances made each year consistently changing and updating the industry.

Traditionally, management jobs are given and achieved through having a good resume and work ethic or through climbing the ladder within the given workspace. The latter seems to blur itself as advances in technology are stripping away service jobs. These jobs are key to most management graduates/students as they learned the ropes from the ground up. Georges El Jahal relates this issue in his research by giving examples and providing skills he believes will future-proof management majors seeking jobs in the hospitality sector. He mentions jobs such as butlers and receptionists becoming obsolete. Critical advances in technology are made constantly so the foreseeable future of these jobs and ones in higher positions are diminishing making it harder to achieve a place in the workforce. The skillset Goerges harps on are critical thinking and entrepreneurship. He uses Wade's definition of these two qualities as, "cognitive, interpersonal, and attitudinal, and sums these up as the ability to recall, the ability to understand and apply, the ability to analyze, the ability to evaluate, and the ability to create". Artificial intelligence currently doesn't possess these abilities and therefore it's required when considering a future in management in the hospitality sector (El Hajal). Goerge's findings come from Alibaba's updated hotel with electronic butlers and concierges. Although it's one of the world's first fully operational systems, its success will soon reach a worldwide stage. therefore, students should consider training and honing their skills in critical thinking and entrepreneurship by attaining the jobs previously mentioned and attempting to move up and improve their current workspace.

The aspect of improving oneself and the workplace in which management majors pertain to is crucial to achieving a successful career. Verma Prikshat was able to acquire 159 questionnaire responses from employees of hotels in India in order to provide empirical data on the matter. Her findings led her to conclude that interpersonal communication and trust among employees (including managers) were the main factors when considering internal growth among the workforce. Trust is defined as the chemistry and confidence built within the workspace due to past showings of a solid work ethic and fairness. She mentions the fact that these results come solely from Indian hotels yet employees reported comfortability with moving if considerable positions were offered elsewhere (Prikshat). This confidence portrayed by the employees (specifically entry level) showcases the usefulness of having starting positions in order to comfortably transition to more qualified ones.

I own a promotion company called Oasis Hospitality Group LLC. In the past 6 months, I've hosted 15 events in various nightclubs in Miami and managed an entire bar staff with the inclusion of 35 promoters. Through this, I've gained enough experience to consider the job opportunities available to management majors considering the hospitality field. One of the major establishments I've worked with is DAER in the Guitar Hotel. During the preparation of my event with them, I was able to have first hand experience in dealing with not only a nightclub but a hotel and its chain of command. Therefore, I was able to meet with hotel management and nightclub management. I received a tour showing me most of the important positions regarding management.

Within the management side of the hotel, a high attention to detail was given to the entire service committed to each situation. Clients, employees, and managers alike were treated with respect and absolute equality. Anja Reimer speaks of the service and attention to detail the

ideal management provides within the workforce. She uses a model to dissect the process with the chain of employees and ends up with the most important aspect being the "environmental physiology" (Reimer). To elaborate on this term, she sets up from the top to the bottom. First management should lead by example, which then leads to the lower tier jobs following suit. The clientele is then observant of the attitudes created by the employees and subconsciously adapts to the productive/high-activity atmosphere. This work is similar to what I experienced when dealing with the guitar hotel. Management was complex due to top multiple chains of command, yet I noticed chemistry and ease of communication among all the staff regardless of their ranks.

To attain staff of this level, human resource managers have to qualify applicants based on their resumes and character traits. Wen Chang writes on the attributes these qualifiers are looking for when looking over potential new employees. The qualities include all the previously mentioned ones. Chang also reports that retention among new employees is increasingly diminishing as more and better opportunities open elsewhere (Chang). With this in mind, students should have comfortability when noticing how scarce they are on the job market.

As the first school year comes to a close, the students have nearly completed their basic classes with a small slice of major-specific classes. Throughout this time, Quentin Wheeler realized his interest in the hospitality sector of management. Being an avid partygoer and management major, he sought to manage social events for fraternities and sororities. With his growing network at the University of Miami and his involvement in the Sigma Phi Epsilon fraternity, he was able to assist in scheduling social events for them. Soon he commenced his start-up promotional company called TRIO. Using the connections gained from scheduling events in venues and clubs, he was able to host events under his own company. Fast forward three and half years, Quentin has been able to host multiple artists, expand his operations

statewide, and secure deals with big-name clubs such as DAER at the Guitar and Wall at the W Hotel.

During our interview, I asked, what's next? He's currently a senior at UM and debating the job offers he currently has on the table. Reporting that "I built a company that runs on its own accord... I have a job offer that starts at eighty grand with benefits dealing with hospitality management ... yet I've found an issue with transactions." He began to relate his previous experiences with everyday transactions when buying a product with cash. Since this falls from the scope of the paper I won't discuss it. Yet he also went on to describe that he isn't worth eighty grand a year and chose to commence another startup that aims to fix this transaction issue which he named Moneta. My last formal question was, "how's your graduating class compared to you when it comes to opportunities or secured jobs post-grad?" He mentioned that students fell into what he considered as three pieces of a pie: fortunate students who will work in family businesses, students who get office jobs in hopes of climbing the corporate ladder, and finally (the smallest piece) valedictorians or people like him that make an impact during their college years and create value to show off skills on resumes allowing them to be more attractive applicants for high-paying jobs (Wheeler, Quentin 2021).

Quentin's ventures lead him to establish his business in the hospitality management sector and landed him high-paying job opportunities. Yet, he considered turning it down to solve a problem in which his previous experience in the workforce and knowledge as a management major will assist him in accomplishing it. Gathering this information, it's all of Quentin's efforts to further his interest in hospitality that got him to achieve his level of success and expertise to realize an issue with operations and a way to fix it.

Alberto Albilahoud is currently the director of Camp Guaikinima, owner of SEE U AT (a promotional company that hosts social events in Miami), and a management graduate at Florida International University. He established SEE U AT in 2017 as a sophomore in college. Unlike Quentin, he was fortunate to know club owners through family members and was able to host events due to his large network of partygoers. Through the years, his company has established residency in multiple nightclubs. In turn, he's been able to manage and assemble a complete bar staff, promotional team, and managers. With his success, he was able to consider other positions regarding hospitality. An offer on the table was The director position of Camp Guaikinima, this summer camp runs through the entire summer in four locations throughout Florida and includes a three-week sleep-away option (Albilahoud, Alberto 2021).

He mentioned receiving this job offer last year due to his experience and background in hospitality management. The job revolves around coordinating the entire inner workings of the camp before, during, and after the summer season. He mentioned the fact that although he skipped the entire chain of command, he realized how his job was comparable to the most basic one, a camp assistant (but with more responsibilities). After asking him to elaborate he said, "a management job is only hard when things go south." He mentioned having friends that fill bigger shoes in hotel and country club management. According to them, his previous statement is accurate as the most important part is "hiring the right staff."

An example of hiring the right staff comes from my experience of working with La V in Miami. When considering the work general managers commit to during the time in which the club is up and running, it's truly a snooze fest. First-hand experience shows them, sitting in the kitchen while the night they prepared through the previous delegation and the right staff.

Coming to a close, the paper has developed into a string of characteristics that embody a well prepared graduate for a successful career in hospitality management. It also showed developments within the workspace to increase productivity and performance within the workforce. Due to the large atmosphere in the sector, the paper doesn't discuss all the requirements needed for a successful career yet, it focuses on the psychological attributes and job experiences needed to be successful. Critical thinking, entrepreneurship, chemistry within the workspace, and job experience are the main considerations when pursuing this degree. To conclude, obtaining a high paying job post graduation results from attaining skills from working jobs while attending college.

Works Cited

1.

This source interviews 159 hotel employees to gauge the importance of the dynamic created with transformational leadership and interpersonal communication through their work experience. The authors created a model in which interpersonal communication satisfaction and trust are the main factors in establishing a healthy relationship between employees and the head in command. I'll use this source's findings on "growth satisfaction in job" and transformational leadership to support my claims in the skills required to attain a high paying job out of college. This source is peer reviewed and written by Verma Prikshat, J. Irudhaya, and Rajesh Rajaguru (all graduates of reputable universities). This source backs up El Halal's (source 6) main ideas with a different perspective. I'll use both their ideals to compliment my claims in the paper.

Prikshat, Verma, et al. "The Growth Satisfaction in Jobs Among Hospitality Employees: The Role of Transformational Leadership, Interpersonal Communication Satisfaction and Trust." *Journal of Human Resources in Hospitality & Tourism*, vol. 20, no. 1, Routledge, 2021, pp. 48–74, doi:10.1080/15332845.2020.1821427.

2.

This source dives into the quality of servicescape in regards to a personal level. The author mentions the uncertainty that comes from these services as most of it is intangible and is really the establishment's discretion as to whether the service provided goes above and beyond or basic. Using the research tool known as SERVQUAL, the source was able to dissect the makings of servicescape. These findings led them to value the "environmental psychology" created within a nightclub. The source will capture the psychological side of my paper, when considering the efficiency and overall happiness/harmony among the crowd/workforce associated with the makings of a night club. The source has previously written in other peer reviewed journals regarding the subject of Hospitality.

Reimer, Anja, and Richard Kuehn. "The Impact of Servicescape on Quality Perception."

European Journal of Marketing, vol. 39, no. 7, 2005, pp. 785-808. *ProQuest*,

<https://login.proxy.lib.fsu.edu/login?url=https://www-proquest-com.proxy.lib.fsu.edu/scholarly-journals/impact-servicescape-on-quality-perception/docview/237028145/se-2?accountid=4840>, doi:<http://dx.doi.org.proxy.lib.fsu.edu/10.1108/03090560510601761>.

3.

Wen Chang and Sarah Tanford write on the recruitment process of hospitality majors and the challenges of recruitment. This study compliments almost all my sources as it shows all the qualities and characteristics I claim importance to yet it takes into account the perspectives of human resource managers perspective. I'll use this to get the management's view of what they look for in a future employee for their business. The source is peer reviewed and was published by Journal of Hospitality & Tourism Education.

Chang, Wen, and Sarah Tanford. "The Impact of Job Advertising on Hospitality Graduates' Job Pursuit Intention." *Journal of Hospitality & Tourism Education*, vol. 30, no. 4, Routledge, 2018, pp. 215–28, doi:10.1080/10963758.2018.1480380.

4.

Alberto Abilahoud is my first interview, he's the owner of See U At, a promotional company based in Miami established in 2017. The company hosts events in nightclub venues with a consistent overall theme which is the incorporation of a latin crowd with latin music. He

mentioned working with over 20 clubs/venues in his lifetime as See U At and other aliases. My main questions revolved around tactics to maintain a healthy relationship among the club and the target market. The conversation soon spiraled into mistakes he'd committed in the past and what he did to improve upon it. These details such as how to handle bottle service when the bar staff is slow (an example) will assist me in combating my question. This source has provided me with hands-on experience on and off the field through phone calls and performances at night clubs in the past. The main difference among this source and others is that he values consistency over anything unlike the preferences displayed on other sources. His view is on a managerial side and first hand experience rather than studies quantitative data.

Abilahoud, Alberto. Personal interview. 11 September 2021.

5.

Quentin Wheeler is the owner of TRIO, a promotional company based in Miami and established in 2018. Trio is similar to See U At as they've hosted plenty of events in Miami yet TRIO differentiates themselves in three main ways. They seek to conquer the fraternity and sorority population of University of Miami, have hosted big name artists such as Noizu, and tend to cater to a more American crowd. In the interview with Quentin I asked the same questions as the previous one and I received a plethora of information regarding many subjects within the hospitality field. I will use this source in my paper to discuss the ease of business when working with more reputable clubs rather than clubs that aren't. His experiences with both sides were

explained in detail and arise notable differences between the atmospheres created within each club.

Wheeler, Quentin. Personal interview. 12 September 2021.

6.

This article reviews the influence of artificial intelligence on the hospitality industry and the steps one should take to update their skill set in the changing market. They point out the source of a well prepared and optimized employee and have critical thinking and entrepreneurial skills. I'll use this to complement my claim on how one should adapt themselves to the competitive market of the hospitality industry and claim a head start. This is achieved through attaining the qualities and characteristics described in this article. Written by Geroge El Halal and Bill Rowson, received formal education from dutch Universities. The source is also peer reviewed and mentions real world technologies used in different civilizations. That's how it relates to my other sources and sets the tone for the future.

El Hajal, Georges, and Bill Rowson. "The Future of Hospitality Jobs." *Research in Hospitality Management*, vol. 10, no. 1, Routledge, 2020, pp. 55–61, doi:10.1080/22243534.2020.1790210.