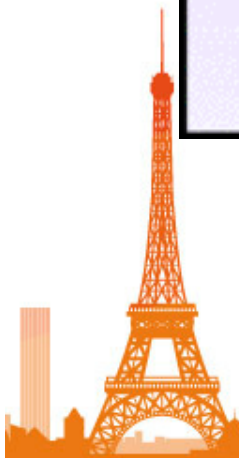


Radisson 

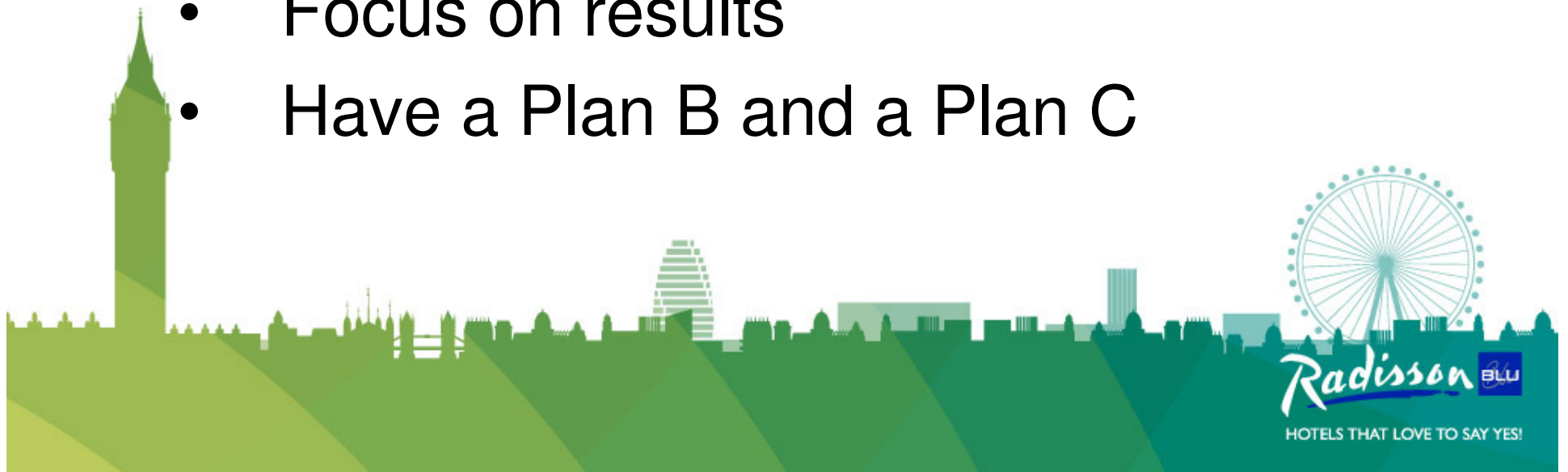
HOTELS THAT LOVE TO SAY YES!

Especially in tough times finding the right ways to sell is everything...



Management solutions during economical turmoil

- Don't cut corners – you will get found out
- Be creative and innovative
- Get it done / hard work
- Focus on results
- Have a Plan B and a Plan C



Don't cut corners – you will get found out



Do you ever compromise on service? Do you cut corners, only partially fulfil, or even forget commitments? Exceptional service means keeping every commitment you make to customers

Would you compromise if you make aeroplanes – as hotelier we also should not compromise



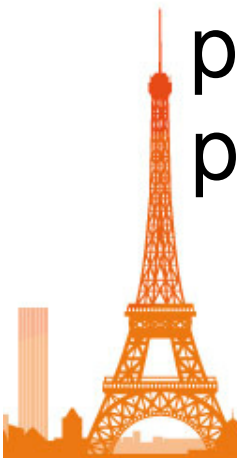
Be creative and innovative

Being creative is about finding new and different ways to solve problems.

All about the “outside the box”
breaking out of familiar thought
patterns and coming up with new
possibilities.



Initiate new programs, projects,
processes, client relations.



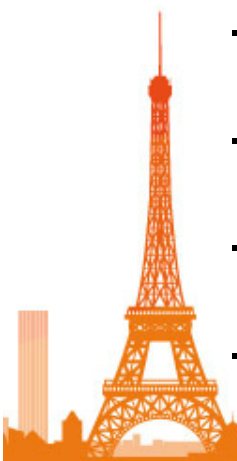
Get it done / hard work

Genius is 1 per cent inspiration, and 99 per cent perspiration

Thomas Edison

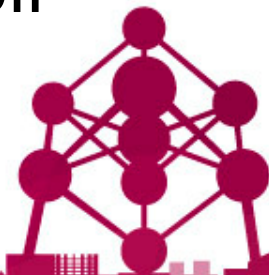
This is the fundamental Role of management

- Organised
- Dedicated
- Ruthlessly efficient
- Focused



Focus on results

- Establish stretch goals for your people
- Take personal responsibility for the outcome
- Provide ongoing feedback and coaching to the team
- Balance long-term and short-term objectives
- Focus on organization goals and ensure that they are translated into actions by their departments





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Have a Plan B and a Plan C

We all have to have a plan for disaster, at least as good as we plan our vacations. It is fascinating that most people are planning their holiday with better care than they plan their lives.

It is even wiser constantly to ask “How am I going to cope when this doesn't work” most probably with Plan B and / or C.





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THANK YOU

